



**Southern Cross  
Housing**

**Welcome Home  
Batemans Bay**





# Welcome

Southern Cross Housing would like to welcome you to Batemans Bay! We hope this welcome pack will help in getting to know your neighbourhood.

## Contact Southern Cross Housing



info@scch.org.au



Shop 4/13 Clyde Street,  
Batemans Bay NSW 2536



www.scch.org.au



1300 757 885

## Contents

- Acknowledgment.....3
- Emergency Services.....4
- Things To Do In Batemans Bay.....6
- Disaster Preparedness.....12
- Communities Assist.....20
- Waste Management.....22
- Support Services.....24
- Food Assistance.....28
- Independent Living .....30
- Being a Good Neighbour .....32

### Disclaimer

This resource has been made to ensure that the information provided in this book was correct at the time of printing. Information from organisations are subject to change without notice. SCH will endeavour to correct the information when notified.

**Date: 13/06/2023 Version 1**

# Acknowledgment

Southern Cross Housing would like to acknowledge the Traditional Custodians of the land. We pay our respects to Elders past and present, the future generations, and to all other Aboriginal and Torres Strait Islander people.

We celebrate and promote the strengths and resilience of Aboriginal and Torres Strait Islander peoples and acknowledge the history of dispossession and the impact that this has had today.

We acknowledge that Aboriginal and Torres Strait Islander people will always hold a spiritual belonging and connection with this country, and remain the Traditional Owners and first peoples of this land.



# Emergency Services



## Police, Fire & Ambulance

Telephone: 000 (24 Hour Service)

- Ask the operator for the service you need.
- Wait to be connected.
- It is a free call service.
- Remember to say which State you are calling from.
- You will need to give your name, contact number, the nature and location of the emergency and any other details.



## SES

NSW SES are the lead agency for flood, storm and tsunami in NSW. They manage responses to these emergencies and help communities prepare through planning and education. Call **132 500** for flood and storm response. 2 Flora Crescent, Batemans Bay, NSW [www.ses.nsw.gov.au](http://www.ses.nsw.gov.au)

## Local Emergency Services

**Ambulance:** 131 233

**Hospital:** 7 Pacific St, Batemans Bay 02 4475 1500

**Medical Centre:** 26/28 Pacific St, Batemans Bay 02 4472 4626

**Fire Station:** 1 Heradale Parade, Batemans Bay 02 4478 4917

**Fire Bans:** 1800 679 737

**Marine Rescue:** Hanging Rock Pl, Batemans Bay 02 4472 3060

**Batemans Bay Rural Fire Service Fire Control:** 02 4474 2855



## Batemans Bay Veterinary Emergency Services

**Moruya Veterinary Hospital** is a mixed rural practice that operates a modern facility with up-to-date veterinary care. The Hospital has provided veterinary care to domestic pets, production farm animals, and horses for 40 years.

02 4474 2532

86-88 Queens Street, Moruya

*WIRES* operate a dedicated Wildlife Rescue Office assisting wildlife and the community across Australia 24-Hours a day, 365 days a year providing rescue advice and assistance. For assistance please call 1300 094 737.



The Eurobodalla Health Service is located in the Yuin Nation on the beautiful south coast of NSW. It is a networked service spread over three campuses, with two hospitals co-located with community health, Moruya and Batemans Bay, and a standalone community health centre in Narooma. Clients can be seen across a number of settings, including community health centres, in hospital or their homes as required. Aboriginal health services are available throughout the service.

# Things To Do In Batemans Bay

Batemans Bay, in the Eurobodalla region on the NSW South Coast, is the complete package. Not only is it an amazing destination in itself, it is also a great base for exploring all the wonders and natural beauty of this underrated area. The region boasts magnificent beaches, fresh seafood and a myriad of water sports both on the sea and in the sparkling Clyde River.

## Birdland Animal Park

Birdland Animal Park is a delightful and intimate hands-on experience. Forest paths wind through eight acres of sweeping waterfront trees and landscaped gardens brimming with native Australian animals, birds and reptiles (over 100 species). Nature at your fingertips! Be sure to visit and enjoy

## Glasshouse Rocks and Pillow Lava

Surf Beach, Narooma has two amazing sites of ancient geological significance and beauty at either end of the sandy beach. At the southern end lie the imposing Glasshouse Rocks; a photographers dream and dated between 510 and 440 million years old. They are possibly the most photographed rocks along the Eurobodalla coastline.

At the northern end of the beach there is a display of igneous pillow lava which formed through the lava flow of a submarine volcano. To access the beach, you can walk around the fence into bush to access a track (no signs). At the fork in the trail veer left down a fairly steep dirt track. At the beach head south to reach Glasshouse Rocks.



## Batemans Bay Cycleway

Cycling in Batemans Bay is an amazing scenic, family friendly experience as the cycleway is mainly flat, hugging the beautiful bay. At the suggested starting point in Batehaven at Corrigans Beach five kilometres east of Batemans Bay CBD, there are great facilities including picnic tables, barbecues and liberty swing and fun area for children to enjoy.

**A: Beach Road, Batehaven NSW**



## Batemans Marine Park and Sanctuary

A good days fishing, with plenty more for tomorrow - From Murramarang Beach to Wallaga Lake is 85,000 hectares of estuaries, creeks, rivers and lakes nearly all available for recreational fishing with little restriction. Batemans Bay Marine Park is zoned to protect marine biodiversity while supporting a wide range of recreational and commercial activities.

**A: Batemans Marine Park Batemans Bay NSW**



## Surf Beach Batemans Bay

Located just a short 10 minute drive south of Batemans Bay central business district, Surf Beach Batemans Bay is very popular with both locals and visitors alike. Lots of grassy areas overlooking the beach providing pleasant spots for general relaxation. The beach is patrolled in peak season. Close proximity is local cafes, kids play equipment, change room and shower facilities are available.

**A: Beach Road Batemans Bay NSW 2536**



## Surf the Bay Surf School

Surf the Bay Surf School is based on the NSW South Coast, and run lessons in Batemans Bay, Broulee and Narooma locations. The school is owned and operated by Tim and Glenn, two highly accomplished, practicing school teachers (Primary and Secondary PDHPE), surf and stand-up paddle board instructors.

**A: 47 Coronation Drive Broulee NSW**

**W: [www.surfthebay.rezdy.com/](http://www.surfthebay.rezdy.com/)**

## Transport

### Batemans Bay Community Transport Service

Community Transport is available weekdays between 8.30am and 4pm, with the exception of public holidays. The door-to-door service operates local trips on a daily basis and long distance trips between to Canberra, Nowra and Bega

#### The services offers transport to help with:

- shopping runs,
- attending medical appointments and
- taking part in social and recreational activities.

#### In order to use the service, you must:

- live in Eurobodalla
- be able to get in and out of a car or mini-bus with limited assistance
- manage appointments and shopping independently and
- book your trip with at least one week's notice.

**Fee:** Contribution fees apply with subsidies available for eligible groups.

**P: 02 6492 4188**

### Priors Bus Service

Priors offers a town bus service between Batemans Bay and Moruya with a range of stops.

**Fee:** One way trips start from \$2.40

**P: 02 4472 4040**

### Symons Bus & Coach Service

Symons Bus and Coach located in Narooma offer services in and around Narooma, Kianga and Dalmeny as well as connections to Bodalla.

**Fee:** One way trips start from \$2.40

**P: 02 4476 4827**

## Safety

### Keeping Your Home Secure

Creating a safe environment starts with your own home to deter offenders committing a crime. Here are some helpful tips to keep your home as safe as possible.

- Change your locks intermittently.
- Get to know your neighbours. Crime tends to be lower in tight-knit communities.
- Make sure your house number is clearly visible for ease of emergency vehicles.
- Keep your home and contents insurance up to date.

### Unwanted Visitors

- If you are unsure who the visitor is, don't open the door.
- If there is an emergency, call 000.
- Verify the identity of the visitor before you open the door if you are suspicious.

### Yards & Sheds

- Keep your yard clear of valuables (bikes, lawn mowers, etc.) by storing them in a lockable shed or garage.
- Lock your gates, sheds and garages.
- Do not give burglars a place to hide, trim your hedges around entrances and walkways to make sure you are visible to the street.

### Reporting a Crime

If you see a crime being committed, it is important to report it to the Police.

**To report a crime, please dial:**

**Emergency Services 000**

**Police Assistance Line 131 444**

**Crime Stoppers 1800 333 000**

**Suspicious Terrorist Activity 1800 123 400**

You will be issued an event number. Please retain this number for your records. If you are having problems with recurring criminal activity and find it necessary to report on several occasions, it is imperative to document the times, occurrence and if possible, identification of the individuals/vehicles and as well as the event number.

## Church & Charity Services

### Salvation Army

Pre-loved and recycled clothing, furniture, manchester, bric-a-brac, and electrical goods. Looking for something different or unique? The Salvo's have everything!

**A: 25-27 Old Princes Hwy, Batemans Bay NSW 2550**

**P: 02 4472 9006**

**O: Mon-Fri 9:00am-4:00pm**

### St Vincent De Paul

Low priced clothing and furniture. Assistance can be provided with clothing, furniture and grocery items. Budget counselling is available to assist financially where possible with unexpected day-to-day living expenses.

**A: 63 Orient St, Batemans Bay, NSW 2536**

**P: 02 6234 7410**

**O: Mon - Fri 8:30am-4:30pm**

**Sat-Sun 10am-2pm**

### Batemans Bay Uniting Church

The Pivot Point Office is located within the Uniting Church Building. A limited range of emergency groceries and personal care supplies are available. The Uniting Church work in co-operation with other community organisations willing to give assistance to those members of the community who face a crisis or genuine hardship.

**A: 2-4 Catlin Avenue, Batemans Bay, NSW 2550**

**P: 02 4472 6098**

**O: Mon or Fri, 10:00am-2:00pm**

### Rally for Recovery

A mega garage sale at Tomakin, the Rally for Recovery is one giant op shop that offers discounted items such as:

- Small bric-a-brac and jewelry
- Small and large furniture
- Beds
- Crockery and glassware
- Kitchenware
- Tools
- Electrical equipment
- Books and puzzles
- CD's, DVD's and Records
- Manchester and haberdashery
- Toys and baby items
- Paintings and artwork
- Plants and garden tools

All proceeds go to the Childrens Hospital Foundation

**A: 2 Ainslie Parade, Tomakin**

**NSW 2537**

**P: 0406 363 166**



## Seniors Discounts

### Batemans Bay Holiday Park

10% off

**A: 49 Old Princes Hwy, Batemans Bay**

**P: 02 4472 4972**

**W: [www.batemansbayholidaypark.com.au](http://www.batemansbayholidaypark.com.au)**

### Birdland Animal Park

\$24 entry for seniors

**A: 55 Beach Rd, Batemans Bay**

**P: 02 4472 5364**

**W: [www.birdlandanimalpark.com.au](http://www.birdlandanimalpark.com.au)**

### Batemans Bay Betta Home Living

10% off ticketed price on all small appliances

**A: The Homemaker Centre, 2 Cranbrook Rd**

**Batemans Bay**

**P: 02 4472 4462**

**W: [www.betta.com.au](http://www.betta.com.au)**

### Donut King

Receive two free cinnamon donuts with any hot drink purchased on presentation of Card.

**A: Shop G4, Stockland, 8 North St, Batemans Bay**

### McDonald's Family Restaurants

Free small McCafe coffee, small tea or small soft drink with any individual burger or Egg McMuffin purchase. See in store for further details.

**A: Cnr Hill &, Vesper St, Batemans Bay NSW**

**P: 02 4472 3333**

**W: [mcdonalds.com.au](http://mcdonalds.com.au)**

### Woolworths

Save on both pre-paid and 12-month SIM only plans with Woolworths Mobile. Plus Woolworths Rewards members get 10% off when you recharge using your Woolworths Rewards Card.

**A: 9/13 Clyde St, Batemans Bay NSW**

**P: 02 4478 4004**

### Specsavers Australia

25% discount for seniors. See in store for full details - conditions apply.

**A: 35 Orient St, Batemans Bay NSW**

**P: 02 4472 5565**

**W: [specsavers.com.au](http://specsavers.com.au)**

### Priceline Pharmacy

10% discount. Excludes specials and prescriptions.

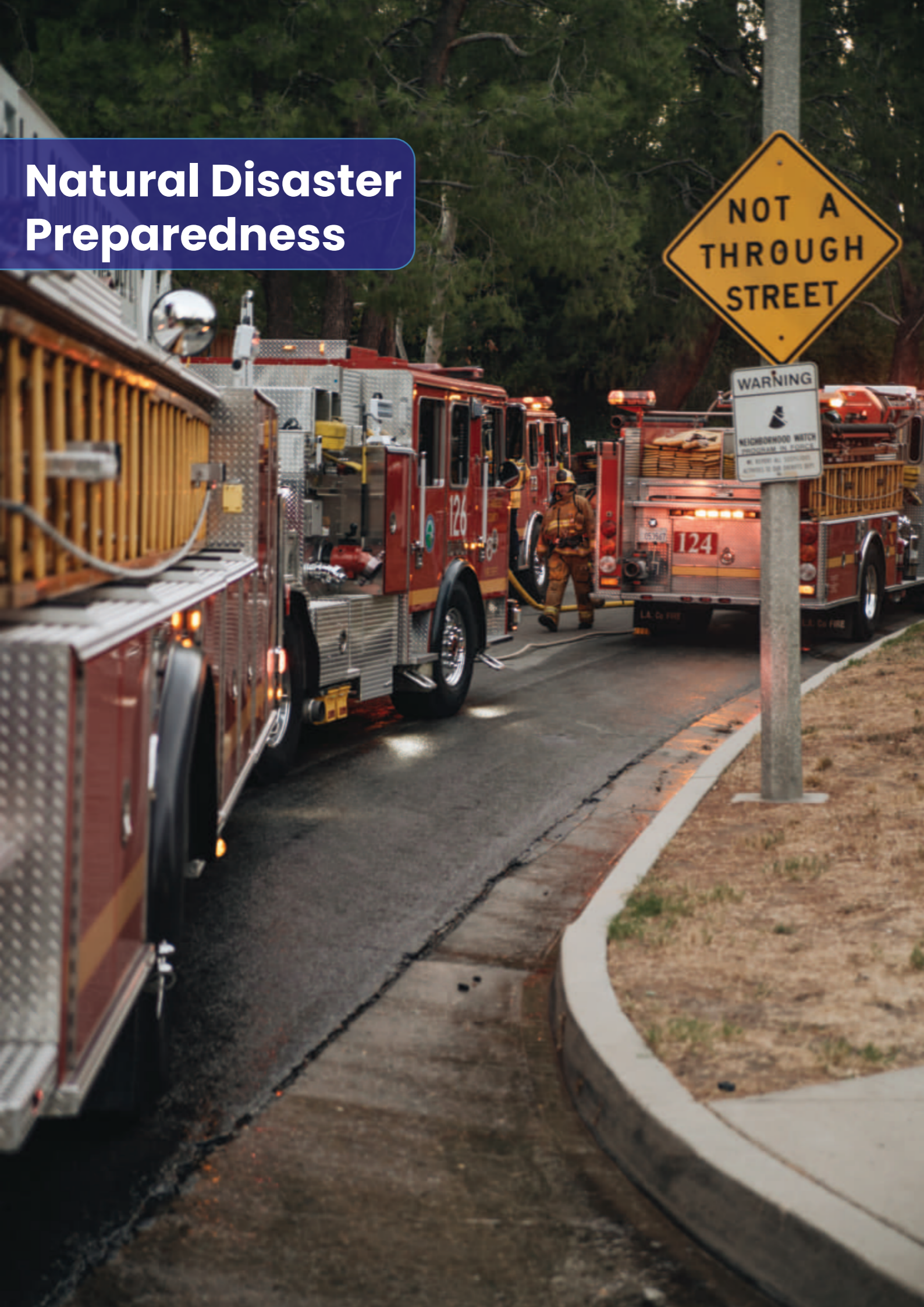
**A: Shops G19, G20, G21A & G21C, Village Centre, 1 Perry St, Batemans Bay**

**P: 02 4472 1997**

**W: [www.priceline.com.au](http://www.priceline.com.au)**



# Natural Disaster Preparedness



## Bush fire Survival

Bush fires are unfortunately a part of life in New South Wales. So you need to live bush fire ready. That means knowing your risk and having a plan for what to do during a fire. Do your research now. Make a plan for what you will do and where you will go during an emergency. Know how to stay informed and stay safe through local radio, emergency services websites, apps and social media.

Being prepared can help you and your loved ones make better decisions during a disaster. Below is information about preparing for an emergency, preparing for a bushfire or an extreme weather event, and how to stay COVID safe and water safe.

## 1. Know Your Risk

Think about the area you live in and the types of disasters that could affect you. The Batemans Bay area experienced regular and sometimes overlapping natural disasters in recent years, including severe drought, a major fire in 2018 in and around Tathra, the Black Summer fires in 2019-20, floods in mid-2020 as well as the social and economic impacts of the COVID-19 pandemic that happened just as recovery from the Black Summer fires got underway.

## 2. Plan now for what you will do

- Sit down and talk with your family and plan for what you will do if a disaster affects your area.
- Make important decisions such as when to leave, where you will go, what to take, and what to do with animals. Don't leave it until the last minute. Disasters can happen with little or no warning.
- How will you and your family get to a safe place? You could be separated from each other. How will you contact each other?
- Think about how you will protect your pets, important documents and valuable personal items.
- The emergency service agencies have designed many plans to help you Get Ready for specific hazards like fire and flood.
- Plan how you will escape a fire in your home and practice it with your family.
- Prepare an emergency kit.

## 3. Get your home ready

Prepare your home by doing general home maintenance and checking your insurance. Do a home safety check and make sure your smoke alarms are working. Also, make sure that your home and contents insurance is up-to-date. If you need advice or assistance to prepare your home, contact your local emergency services to see what programs are available.

## 4. Be Aware

Find out how to prepare and what to do if there is a disaster in your area. Connect with NSW Emergency Services to stay informed.

## 5. Look out for each other

Share information with your family, friends, neighbours and those who may need assistance. Talk about your plans with family, friends and neighbours before an emergency happens. Everyone can help each other in many ways in a disaster.

## Who Does What In Emergencies In NSW

### Fire in Regional Areas

Rural Fire Service (RFS) is in charge of taking care of bushfires and other fires in regional areas.

### Fire within Cities

Fire and Rescue – Control house fires, industrial fires, fires with chemicals and rescues.

### Storms and Floods

State Emergency Services (SES) is in charge of managing a flood, storm or tsunami.

### Police

Manages the Emergency Control Centres, crime, public order and search and rescue.

### Ambulance

Takes care of medical emergencies.

### Councils

Helps with resourcing, environment, land issues, media, support.

### ABC Radio Emergency

The official emergency radio station in an emergency.

**If you need someone to help you in an emergency and you are in danger, call 000.**

## Useful Websites & Numbers in Emergencies

### Telephone

- **Emergency and Ambulance** – 000
- **Rural Fire Service (RFS)** 1800 679 737
- **State Emergency Service (SES)** 1800 201 000 for general enquiries.
- **SES help** in flood, storm or tsunami 132 500
- Translation services for emergency situations only 1300 655 010.

### Internet

- Home Fire safety audit [www.homefiresafetyaudit.com.au/](http://www.homefiresafetyaudit.com.au/)
- Home Fire Escape Plan Check list [www.fire.nsw.gov.au/page.php?id=291](http://www.fire.nsw.gov.au/page.php?id=291)
- Latest information on floods, storms and tsunamis: [www.ses.nsw.gov.au](http://www.ses.nsw.gov.au)
- or facebook:/NSW SES or twitter: #NSWSES
- NSW SES flood safety information and how to prepare for floods: [www.floodsafe.com.au](http://www.floodsafe.com.au)
- NSW SES storm safety information and how to prepare for storms: [www.stormsafe.com.au](http://www.stormsafe.com.au)
- Prepare. Act. Survive. for bush fire season [www.rfs.nsw.gov.au/dsp\\_content.cfm?CAT\\_ID=2709](http://www.rfs.nsw.gov.au/dsp_content.cfm?CAT_ID=2709)
- Be Prepared: [www.emergency.nsw.gov.au/beprepared](http://www.emergency.nsw.gov.au/beprepared)
- NSW Smoke Alarm Subsidy Scheme for people who are deaf, deaf blind or hard of hearing. Application forms available from: [www.deafsocietynsw.org.au/smokealarms](http://www.deafsocietynsw.org.au/smokealarms)

### Who can help in NSW Australia

**Fire and Rescue** – [www.fire.nsw.gov.au](http://www.fire.nsw.gov.au)

**RFS** – [www.rfs.nsw.gov.au](http://www.rfs.nsw.gov.au)

**SES** – [www.ses.nsw.gov.au](http://www.ses.nsw.gov.au)

**Police** [www.police.nsw.gov.au](http://www.police.nsw.gov.au)

**National Relay Service** – [www.healthdirect.gov.au/partners/national-relay-service](http://www.healthdirect.gov.au/partners/national-relay-service)

**Lifeline** – [www.lifeline.com.au](http://www.lifeline.com.au)

**St Johns** – [www.stjohn.org.au](http://www.stjohn.org.au)

**Red Cross** – [www.redcross.com.au](http://www.redcross.com.au)

**Ambulance** – [www.ambulance.nsw.gov.au](http://www.ambulance.nsw.gov.au)

## EMBER App

Flagstaff's EMBER App teaches individuals living with disability to prepare for bushfires and other natural disasters. Using simple language, formats and resources the program supports people with a disability gain confidence in what to do when there is an emergency and to ensure they plan and act accordingly. The Ember App provides resources such as Emergency Management Plans so that you can be prepared.

<https://emberapp.com.au/plan/>

## Emergency Management Plan

It is time for you to think about what to do, start getting organised, put everything in a plan, be ready to act and tell others about your plan. The emergency management plan provided by Flagstaff via the Ember App is designed to prepare you for an emergency situation so you know where you will get your information about an emergency from, when to leave the house, where to go when evacuating, what transport you will use and which important documents to take.

**EMBER**  
An Initiative of The Flagstaff Group

**Flagstaff**  
**MY EMERGENCY PLAN**

**Instructions**  
If you are unable to complete this form, please ask a carer or a family member to help you.

**About Me**

First Name	Street Address
Last Name	Suburb
Home Phone	Postcode
Mobile	Email
My language:	

**My Emergency Support Circle**  
In case of an emergency, I need to contact:

	Name	Phone	Email	Has a copy of my plan
First Contact				<input type="checkbox"/>
Family / Legal Guardian				<input type="checkbox"/>
Care/s				<input type="checkbox"/>
Doctor				<input type="checkbox"/>
NDIS Support Provider				<input type="checkbox"/>
Chemist				<input type="checkbox"/>
Employer (if needed)				<input type="checkbox"/>
Neighbour (if you know them)				<input type="checkbox"/>

**Disability Supports**

NDIS ID Number	
NDIS Planner	NAME: _____ NUMBER: _____
NDIS Support Coordinator	NAME: _____ NUMBER: _____
Centrelink Number	
Disability Pension Number	

[www.emberapp.com.au](http://www.emberapp.com.au) Page 1



## In an Emergency

If there is a natural disaster and you could be in danger, flagstaff have come up with these following steps for you to take so that you are safe.



### 1. Take Action

In an emergency, you need to be ready to take Action. This may be things like: Have a support team of people including your neighbours who can help you. Consider your needs and situation and be prepared to leave early. Prepare the items you may need to take. Listen to emergency and disaster warnings and follow instructions of Emergency Services to evacuate.

### 2. Keep Up To Date

Keep your Emergency Plans and Emergency Kit up to date and ensure it is in a safe position so you and your support team know where it is. Follow emergency apps or ABC Emergency Radio station. Find your local station at <https://reception.abc.net.au/>

### 3. Be Alert

Be alert and ready for the unexpected.

### 4. Go Early

The safest place to be in an emergency situation is away from the risk. It is important to act early in an emergency as the actions you make can take time, roads can close and access to certain areas can be affected. You should understand and plan for different hazards and scenarios. Continue to monitor local media for information or official instructions as they become available.

### 5. What To Take

Share information with your family, friends, neighbours and those who may need assistance. Talk about your plans with family, friends and neighbours before an emergency happens. Everyone can help each other in many ways in a disaster.

### 6. Who Will Help You

Keep in contact with your support team regularly to ensure you can evacuate early and they can get to you. Have their names on speed dial in your phone.

### 7. How Will You Get There

Make sure you have transport to evacuate and leave early. Plan your transport with family or carers.

## What to take with you

When a natural disaster occurs, it can be overwhelming and you may forget to take some important items with you if you need to escape. The following is a suggested checklist of what to put in your backpack for emergencies.

- ✓ Torch (with batteries)
- ✓ Radio (with batteries)
- ✓ Money
- ✓ Water
- ✓ Protective Clothing
- ✓ Medications
- ✓ Mobile Phone + Charger
- ✓ Pet Essentials (If you have a pet)
- ✓ Emergency Contact List
- ✓ Face Mask + Sanitiser
- ✓ Activities to keep you occupied
- ✓ Snacks
- ✓ Toiletries
- ✓ Important Documents (Passport)

Flagstaff have an easy read checklist available for you to download in case you need to use it. You can access this from:

[emberapp.com.au/wp-content/uploads/2022/04/EMBER-Backpack-Checklist\\_FINAL.pdf](https://emberapp.com.au/wp-content/uploads/2022/04/EMBER-Backpack-Checklist_FINAL.pdf)



## Evacuation Centres

Evacuation centres may be opened to support people who require short-term temporary accommodation following a natural disaster or other incident. NSW Health supports partner agencies by providing health advice on the establishment of evacuation centres and sending health professionals to work at the centre, if needed.

In an emergency situation, current evacuation centres will be listed through the SES website: <https://www.ses.nsw.gov.au/news/all-news/2022/evacuation-centres/>.

## Mental Health and Health Services for anyone affected by Natural Disasters.

Common reactions to bushfires may include feeling overwhelmed, tearfulness, sleep problems, and a lack of concentration or difficulty focusing. In most cases, these reactions will fade over time. If they persist or if you have other ongoing issues that affect your day-to-day activities and general wellbeing, reach out to a support service for help.

### Mental Health

**For young people – Headspace – 1800 718 383**

**Disaster Recovery Support – 1800 011 511**

**Bushfire Recovery: Mental Health Support –**  
[bbbchurchsecretary@gmail.com](mailto:bbbchurchsecretary@gmail.com)

**Men's Line Australia: 1300 78 99 78**

**24-hour Mental Health Line – 1800 011 511**

**LifeLine – 13 11 14**

### Case Management

**DPI Rural Recovery Support Service for primary**

**producers and rural landholders – 0448 077 684**

**Disaster Response Legal Service NSW -**

**1800 801 529**



### Pet Services

Pets can be a wonderful addition to any family, but the responsible care and management of animals by their owners is a duty that must be taken seriously to ensure safety and wellbeing of our community.

### Identification and Registration

Companion animals (dog or cat) must be microchipped from the time the animal is 12 weeks old by a vet or animal welfare organisation. The microchip has your pet's identifying number on it that links your pet with you. This gives lost, injured or stolen pets the best chance of being reunited with their owner.

Your pet must be registered with Council by six months of age. Go to [www.esc.nsw.gov.au/residents/pets/registration-and-microchipping](http://www.esc.nsw.gov.au/residents/pets/registration-and-microchipping) to complete your pet's registration.

### Batemans Bay Animal Welfare League

The Animal Welfare League Far South Coast branch conducts extensive de-sexing programs that are heavily subsidised or meet the full cost of de-sexing for companion animals for those members of the community who cannot afford to pay for the procedure. For general enquiries please call 0400 372 609 for more information or email [awlfarsouthcoast@awlsw.com.au](mailto:awlfarsouthcoast@awlsw.com.au).

### Off-leash Areas

Dogs are required to be "on-leash" at all times EXCEPT when in an Off-Leash Area. Dogs are only permitted to be "off-leash" in designated Council managed areas and must be under the control of a competent person at all times. There are leash free areas in the Shire where dog owners can responsibly exercise their dogs off leash.

### Prohibited Dog Areas

Dogs are totally prohibited from entering these areas in Batemans Bay:

- Wildlife protection areas (WPAs);
- Public bathing areas (PBAs); and
- Public recreation areas (PRAs).

For more information about these areas, please visit: [www.esc.nsw.gov.au/residents/pets/dog-friendly-beaches-and-areas](http://www.esc.nsw.gov.au/residents/pets/dog-friendly-beaches-and-areas)

### Lost a Pet?

Every day Council Rangers reunite many lost pets with their owners through our lost and found service.

If your pet is missing, complete an online form at [www.esc.nsw.gov.au/residents/pets/lost-and-found-or-impounded-animals](http://www.esc.nsw.gov.au/residents/pets/lost-and-found-or-impounded-animals), or contact Eurobodalla Shire Council Rangers on 02 4474 1019, office hours are 8:30am to 4:30pm Monday to Friday and they will help assist in reuniting the pet with you or its family. Please have your pet's microchip number available when completing this form.



### Off-leash Areas

For more information regarding off-leash areas throughout Batemans Bay please visit:

[www.esc.nsw.gov.au/residents/pets/dog-friendly-beaches-and-areas](http://www.esc.nsw.gov.au/residents/pets/dog-friendly-beaches-and-areas)

# Communities Assist



## Employment Assistance

Our Communities Assist Team can link you to external community organisations and programs that can help you with:

- Goal Setting.
- Employment advice.
- Referrals to education and training.
- Knowledge of requirements for working in specific industries.
- Brokerage and funding for work-related items and equipment.

## Scholarships

The Southern Cross Housing Scholarship Program provides support for our tenants by assisting with the cost of education, sports activities or special interests like cultural learning and arts that help them achieve their full potential. The program supports Primary and High School students, and tenants that are studying at TAFE and University. The maximum amount residents can apply for depends on the applicants school level (see below).

- Primary School up to \$400.00
- High School or TAFE up to \$800.00
- University up to \$1,200.00

## Work Development Orders

If you have unpaid debt with NSW State Revenue, Southern Cross Housing can assist by sponsoring you with a Work Development Order. A Work Development Order is an agreement that is made by you to participate in an approved activity to work off your fines. By agreeing to participate in an approved activity, you can reduce your fines by up to \$1000 a month.

To be eligible you must be either:

- Aged Under 18.
- Receiving a Centrelink or DVA benefit.
- Have a mental illness, intellectual disability or cognitive impairment.
- Have a serious addiction to drugs, alcohol or volatile substances.
- Experiencing serious financial hardship
- Homeless.

For information about all CA programs please call **1300 757 885** or email [communities@scch.org.au](mailto:communities@scch.org.au).

## Keys 2 Renting

Finding your feet in the private rental market can be difficult, especially for those who have just left home and are now searching for a new tenancy. Keys2Renting is a 3 hour online course designed to equip participants with the skills and knowledge to obtain and sustain a private rental property, particularly for those who have had little experience in the private rental market.

The short (3 hour program) covers a range of topics including:

- Budgeting.
- Tenant rights & responsibilities.
- Financial support to initiate and sustain a tenancy.
- How and where to apply for a tenancy.
- Property maintenance during a tenancy.
- Maintaining relationships with neighbours and real estate agents.
- How to end a tenancy.

## Tenant Advisory Committees

The Southern Cross Housing Tenant Advisory Committees or (TAC's) are a great way for you to provide tenant input into the way that Southern Cross Housing delivers its services and programs. TAC members develop an indepth understanding of the range of services and activities that are provided and supported by Southern Cross Housing and participation can provide you with skills in leadership, advocacy and event management.

Program Locations:

- Nowra
- Ulladulla
- Cooma
- Bega



# Waste + Water Use

## Red-Lid Bins

Items that should NEVER go in your red-lid bin:

- Poisons, chemicals, flammable liquid, batteries, flares, light bulbs and other hazardous items.
- Electronic waste including mobile phones.
- Building waste.

Items that don't need to go into your red-lid bins:

- Non-meat food waste, lawn clippings and shredded paper – add to your compost.
- Soft plastics – major supermarkets have soft plastics return bins.
- Textiles – reuse as household rags, donate quality clothing.
- Clean polystyrene foam – free drop off at your local Recycling and Waste Depot.

## Water Usage

A dripping cold water tap or an unexpected leak on the property can lose thousands of litres of water over a three-month period not only wasting water but adding unnecessary cost to your account:

### Check for Leaks Regularly

By checking for leaks regularly you can avoid the nasty surprise of a huge water bill. The way we recommend you check for leaks is to read your water meter. You can easily do this by taking a reading before you go out then taking another reading when you get home.

### What If I Have A Leak

If you have a leak its important to contact our maintenance team on **1300 757 885** to avoid any unnecessary charges.

At SCH we take recycling seriously and encourage our tenants to recycle correctly. Here are some tips.

## Bins

Bega Valley Shire Council provides a weekly kerbside bin collection service for your red-lid bins and a weekly or fortnightly collection for your yellow-Lid bins depending on where you live.

## Yellow-Lid Bins

Yellow-lid bins are for recycling household items including:

- Glass bottles & jars all colours.
- Paper, flattened cardboard & drink cartons e.g. milk/juice cartons.
- Rigid plastic containers e.g. drink/milk/shampoo/detergent bottles, ice cream containers.
- Plastic containers used for biscuits, take-aways, fruit.
- Steel cans e.g. pet food cans, baked bean tins
- Aluminium foil & cans.
- Aerosol cans – just take the nozzle off.
- Metal lids.

Items that don't need to go into your yellow-lid bins:

- Soft plastics
- Clothing, footwear, blankets and other textiles
- Garden waste
- Food waste
- Take-away coffee cups
- Scrap metal
- Toys
- Window glass, mirrors, drinking glasses
- Ceramic crockery
- Polystyrene
- Contaminated paper/cardboard e.g. pizza cartons
- Chemicals and poisons



## Waste Calendar

For more information regarding your bin collection, please visit:  
[www.esc.nsw.gov.au/residents/household-waste-and-bins/bin-pickup-times-and-guide](http://www.esc.nsw.gov.au/residents/household-waste-and-bins/bin-pickup-times-and-guide)

### Hard waste collection dates

Week	Town	2022 dates
1	Akolele, Tilba Tilba, Central Tilba, Mystery Bay, Narooma, North Narooma	18 July 2022
2	Kianga, Dalmeny, Potato Point, Bodalla	25 July 2022
3	Turlinjah, Tuross Head, Congo, Bingie, Meringo, Bergalia	1 August 2022
4	Moruya, South Head, Garlandtown, Glenduart, Pollwombra, Malabar Drive, Percy Davis Drive	8 August 2022
5	Bimbimble, Mogo, Broolee, Mossy Point, Tomakin, Woodlands/Dunns Creek Road, Guerilla Bay, Rosedale	15 August 2022
6	Malua Bay, Lilli Pili, Surf Beach, Denhams Beach including Burkes Way, including The Ridge Road, Kauzal Crescent and Towrang Avenue	22 August 2022
7	Denhams Beach from Burkes Way, Sunshine Bay, Batehaven	29 August 2022
8	Catalina, Silverdell Place through to Batemans Bay including Crosby Drive and Glenella Road	5 September 2022
9	North Batemans Bay including Peninsula Drive, Nelligen, Surfside, Bay Ridge, Clyde Road and Cors Parade	12 September 2022
10	Long Beach, Maloneys Beach, South Durras	19 September 2022

### Household chemical cleanout dates

Eurobodalla residents can rid their homes of unwanted chemicals for free at our annual chemical cleanout, usually held in October. Simply take unwanted chemicals to designated drop-off points in Batemans Bay, Moruya and Narooma. Keep an eye on [www.esc.nsw.gov.au/waste](http://www.esc.nsw.gov.au/waste) for collection dates.

### Composting and worm farming workshops

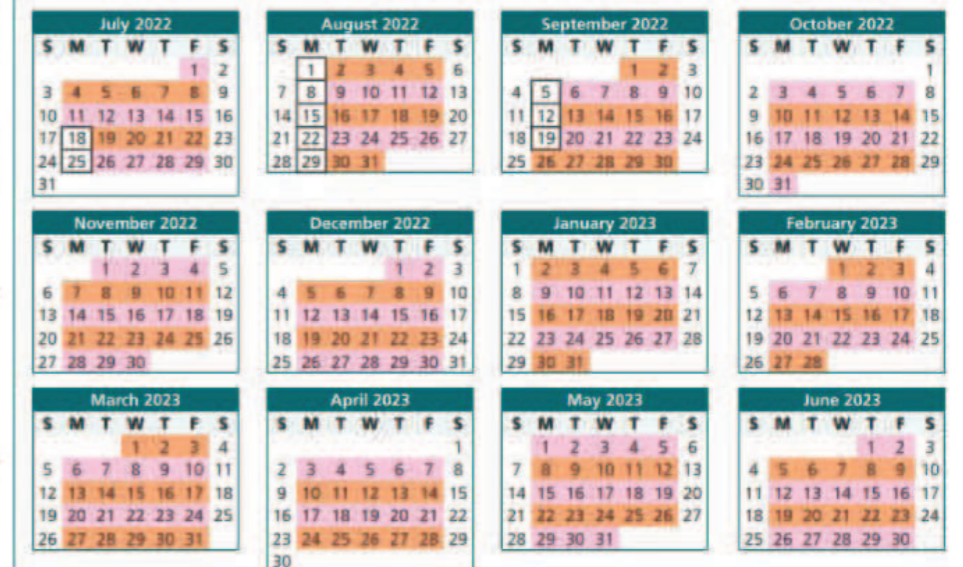
You can learn how to turn your kitchen scraps and garden waste into a rich fertiliser at our free worm farming and composting workshops held throughout the year. For more information phone Council on 4474 1024 or visit [www.esc.nsw.gov.au](http://www.esc.nsw.gov.au) and search "compost".

### Household waste and recycling calendar 2022-2023

Waste Hotline: T 4474 1024

Hard waste collection dates

Area A Recycling	Monday	Wednesday	Area B Recycling	Monday	Wednesday
Yellow lid bin. Place on the kerb in the orange weeks.	Akolele Tilba Tilba Central Tilba Mystery Bay Narooma	Broolee Mossy Point Glenduart Mogo Tomakin Guerilla Bay Rosedale	Yellow lid bin. Place on the kerb in the pink weeks.	Kianga Dalmeny Potato Point Bodalla North Narooma	Malua Bay Lilli Pili Woodlands
Organics	Tuesday	Thursday	Organics	Tuesday	Thursday
Green lid bin. Place on the kerb in the pink weeks.	Turlinjah Tuross Head Meringo Bingie Bergalia Congo (rural)	Surf Beach Sunshine Bay Denhams Beach	Green lid bin. Place on the kerb in the orange weeks.	Moruya North Moruya (to Guthrie Street) South Head Congo (township) Garlandtown Donnelly Drive	Batehaven Catalina Batemans Bay
General waste	Friday	Friday	General waste	Friday	Friday
Red lid bin. Place on the kerb each week.	North Batemans Bay Nelligen South Durras		Red lid bin. Place on the kerb each week.		Maloneys Beach Long Beach Surfside



# Support Services



## Mental Health Services

### Path2Home

The Path2Home resource is a guide/booklet to assist those who are homeless or at risk of being homeless and don't know where to go for help.

The resource directory is a list of the names and addresses of the services specific to each Local Government Area including the Shoalhaven, Eurobodalla, Bega Valley, Snowy Monaro, Goulburn Mulwaree, Queanbeyan-Palerang and Yass Valley that may be able to help e.g.: support agencies, counselling, free showers, toilets, laundry facilities, food banks, free or low-cost meals, food parcels or a bed for the night. You can access this information through our website.

**W:** [scch.org.au/support-assistance/](https://scch.org.au/support-assistance/)

### Batemans Bay Community Mental Health

Provides the assessment and treatment of mental disorders. Community based treatment, crisis intervention, inpatient management, counselling and support services are available to all age groups including children/adolescents, adults and older persons.

**P:** 1800 011 511

### Grand Pacific Health

GPH's clinical mental health teams include appropriately qualified and experienced mental health professionals.

**P:** 1800 228 987

### Flourish

Providing supportive care to ensure you are living comfortably in your own home, eating well, increasing your social skills or simply having someone to talk to.

**P:** 1300 779 270

### OneDoor

Looking after someone living with mental illness can certainly take its toll. One Door's Carer Advocates based in Bega can provide individual support services as well as education and training for carers and families of someone living with mental illness.

**P:** 02 4474 0811

### Wellways

Providing support for people living with mental health issues or who have mental health concerns to develop strategies and recover in their community.

**P:** 1300 111 400

### Headspace Batemans Bay

Providing early intervention mental health services to 12-25-year-olds. Headspace helps thousands of young people through their online and phone counselling services, work and study services, and presence in schools. Headspace can help young people with mental health, physical health (including sexual health) alcohol and other drug services, and work and study support.

**P:** 1800 718 383

## Domestic Violence Assistance

### South Coast Womens Domestic Violence Court Advocacy Service

The South Coast WDVCS is a service that provides help to women experiencing domestic violence. WDVCSs provides information, advocacy and referrals to assist women and their children who are or have been experiencing domestic and family violence workers will help you with legal, social and welfare needs.

WDVCASs assist women to obtain effective legal protection through applications for Apprehended Domestic Violence Orders (ADVOs) at all 136 local court locations across NSW.

**P: 02 4476 5416**

### National Domestic Violence Line

24-hour national sexual assault, family and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and sexual assault.

**P: 1800 737 732**

### Eurobodalla Domestic Violence Service

The Eurobodalla Domestic and Family Violence Service works with women with or without children who require refuge and transitional accommodation.

The service assists men and women to access early intervention support, information, referrals to targeted services, support in securing community and private tenancies, intensive support and holistic, planned crisis responses. The service also provides support to single adults and sole parent families whose tenancies are at risk.

**P: 02 4474 3226**

## Aboriginal & Torres Strait Islander Services

### South Coast Medical Service (SCMSAC)

South Coast Medical Service (SCMSAC) Aboriginal Corporation is an Aboriginal Community Controlled Health Organisation (ACCHO) providing health and health related services relevant to the wellbeing and to the benefit of Aboriginal and Torres Strait Islander communities throughout the Shoalhaven.

**P: 1800 215 099**

### Katungul Aboriginal Corporation Regional Health and Community Services (Bega Clinic)

Katungul Aboriginal Corporation Regional Health and Community Services provides culturally appropriate health care to Aboriginal and Torres Strait Islander communities on the Far South Coast of NSW. The Katungul medical clinic is a bulk billing service that has a non-discrimination policy. Both Indigenous and non-Indigenous community members can receive treatment by making an appointment or simply walking in.

**P: 02 4488 4050**

### Waminda South Coast Women's Health and Welfare Aboriginal Corporation

The Healing Counsellors and Social Emotional Wellbeing Counsellors (SEWB) at Waminda provide high quality therapies including; Crisis support, advocacy, group work, support for families who are impacted by sexual abuse, family and domestic violence support, interpersonal trauma support and grief counselling.

**P: 02 6494 8800**

### South Eastern Aboriginal Regional Management Services

SEARMS is an Aboriginal Community Controlled and Tier 3 National Regulatory System Community Housing (NRSCH) registered provider. They provide housing and tenancy management services to the AHO and other Aboriginal organisations across seven local government areas in the far-south coast and capital region.

**P: 02 4472 2644**

## Drug and Alcohol Services

### Batemans Bay Drug and Alcohol Service

The Drug and Alcohol Service offers specialised support, treatment and information for you and your family if you are affected by drug or alcohol issues. Their programs include:

- Drug & Alcohol Counsellors
- Opioid Treatment Program
- Magistrates' Early Referral into Treatment Program (MERIT)
- Outpatient withdrawal management

**P: 02 4475 1500**

### Pathways Eurobodalla

Pathways Eurobodalla TSS is based on a harm minimisation approach. Services are provided for young people and adults in a non-judgemental and respectful manner that recognises:

- Individual goals for people regarding substance use
  - Different stages of recovery
  - Impacts of substance use on friends and family
- Their therapeutic approach is person centred, holistic and strengths based

**P: 02 4474 2594**

### Continued Coordinated Care Program (CCCP)

The Continuing Coordinated Care program provides case management to coordinate care for people experiencing alcohol and other drug (AOD) issues and other significant health and social issues that cannot be addressed by their AOD treatment alone.

**P: 0466 940 688**

### Mission Australia - Gamble Aware

The Gambling Aware service in Illawarra and Southern NSW provides free, confidential, non-judgmental counselling support for individuals and families, and community members who are concerned about their own or others' gambling. There is no limit on the number of sessions available for people who need help. Support is provided face-to-face, or via telephone. They accept self-referrals or referrals from other agencies or services.

**P: 02 4267 6600**

### Walawaani

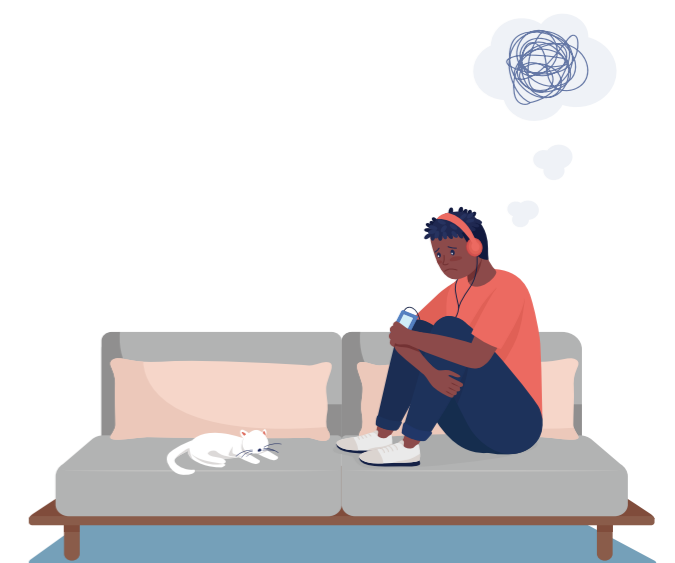
A 10-bed residential rehabilitation program that provides a 12-week holistic program incorporating an individual support plan, residential living skills, individual and group counselling, education, and sports and recreation programs.

**P: 02 4444 1103**

### SMART Recovery

A group program offering a supportive environment for people to achieve behaviour change goals of their choice around alcohol & other drug use, or any behaviours of concern. Guided by trained peers and professionals, participants come to help themselves and help each other using a variety of cognitive behavioural therapy (CBT) and motivational tools and techniques. SMART Recovery meetings are free and run weekly for 90mins. Each meeting is guided by a trained facilitator. Meetings are available online or in-person.

**P: 02 4472 2981**



# Food Assistance

## The Food Hub

### Low Cost Food

The Food Hub partnered with Food Bank Australia, Woolworths, Coles and The Batehaven Bakehouse to offer essential groceries at a more affordable price for those facing financial difficulty in our community.

### Is it Free?

No. However, they are still very cheap.

**A:** 2 Peden Street Bega NSW 2550

**O:** Wednesday 10am-1pm

**E:** [crosscentralcommunitycare@gmail.com](mailto:crosscentralcommunitycare@gmail.com)

## Pantry Club

### Low Cost Food

Pantry Club in Moruya has been running for twelve years and is open for anyone struggling financially, on a low income or on a CentreLink benefit. The Pantry Club is located in the Community Centre of SouthernLife church ( next to the Moruya TAFE) offering Market Days on the third week of the month where members can purchase new personal and household items at bargain prices.

**A:** Community Centre of SouthernLife church ( next to the Moruya TAFE)

**P:** 0447409844

## Free Lunch

### St Vincent De Paul

**A:** 37 Queen St Moruya

**O:** 10am - 12pm Mon, Wed, Fri

### Monty's Place Narooma:

**A:** Narooma Uniting Church

**O:** 12am - 1:30pm Wednesdays

## Pivot Point Outreach Centre

### Free Food

A limited range of emergency groceries and personal care supplies are available. Pivot Point work in co-operation with other community organisations willing to give assistance to those members of the community who face a crisis or genuine hardship

**A:** Uniting Church, Caitlin Ave, Batemans Bay

**O:** Monday and Friday mornings between 10:00 am and 12:00 pm

**P:** 02 4472 6098

## South Coast Community Kitchen

### Free Groceries

South Coast Community Kitchen is a not-for-profit organization based in Batemans Bay that provides healthy and affordable meals to the local community. They also offer cooking classes, food workshops, catering services, and community events. They focus on using fresh ingredients sourced locally and reducing food waste.

**O:** Deliveries are every Friday

**E:** [info@southcoastcommunitykitchen.org.au](mailto:info@southcoastcommunitykitchen.org.au)

## Salvation Army

Provides a range of homelessness services specific to adults and families, including accompanying children. Free food and washing machines are available from their Batemans Bay branch on nominated days.

**A:** 25-27 Old Princes Hwy, Batemans Bay

**O:** 9am - 2pm Weekdays

**P:** 4472 9644



# Independent Living

## Living at home alone

If you have a disability or your mobility over time has become limited, there are services around that can assist you with every day tasks that may become more difficult so you can continue to live comfortable at home.

## MyAged Care

My Aged Care is your starting point for accessing Australian Government-funded aged care services.

My Aged Care provides:

- Information on the different types of in home aged care services available.
- Referrals and support to find service providers that can meet your needs.

## Eligibility

To qualify for assessment, you must meet some needs and age requirements, Including:

- How much assistance you need with everyday tasks.
- That you are 65 years or older (50 years or older for Aboriginal or Torres Strait Islander people).

## Uniting Far South Coast

If you're over 65 and would like to stay living in your own home, Uniting's home care services are designed to support you.

**P: 1800 864 846**

**W: [www.uniting.org/services/aged-care-services](http://www.uniting.org/services/aged-care-services)**

## IRT

IRT provides a range of services that help you to live independently at home for longer. Supporting seniors to live a better life at home by assisting with shopping, cooking, transport, social outings, home maintenance and personal care.

**P: 134 478**

**W: [www.irt.org.au](http://www.irt.org.au)**

## National Disability Insurance Scheme

The government will give you an approved funding package for the types of services you need and you will have the choice of who will provide the services you need. Funding may cover services to help with daily activities, transport, therapeutic support, help with household tasks and home modifications.

**To receive an NDIS support package, you must:**

- Live in an area where the NDIS is available
- Meet the residency requirements (be an Australian citizen, permanent resident or Protected Special Category Visa holder).
- Meet the disability or early intervention requirements.
- Be under 65 years of age when the access request is made.
- Meet any other conditions relevant to your individual circumstances.

## Just Better Care

Whether it's providing assistance around the home, offering companionship, facilitating attendance at work or training, or coordinating and providing support for social outings, Just Better Care do all they can to enable people with a disability to enjoy a full and rewarding life.

**P: 1300 587 823**

**W: [www.justbettercare.com/contact-us](http://www.justbettercare.com/contact-us)**

## Azuraa

Azuraa's experienced and dedicated team will assist you to live your best independent life within a range of environments including your own home. Azuraa have nursing professionals, teachers, trainers, artists, community developers, musicians, drama teachers and Local Area Coordinators to offer.

**P: 0400 966 930**

**W: [disabilitysupports@azuraa.com.au](mailto:disabilitysupports@azuraa.com.au)**



## Being A Good Neighbour



### Living With Your Neighbour

The best way to address neighbour problems is in a friendly cooperative manner rather than by regulations. Often the person causing the concern is not even aware there is an issue. Occasionally, disputes cannot be easily resolved between neighbours. In these circumstances you may find it helpful to contact a Community Justice Centre who may be able to help if adjoining owners have difficulty reaching an agreement.

### Noise

We all create noise however the offensiveness of noise can vary from person to person. As a community we have some understanding about what levels of noise are acceptable and what are not.

If neighbourhood noise is a genuine problem for you there are a number of options you can consider including:

- **Talk to People** - Try to solve the problem amicably by talking to whoever is causing the noise.
- **Contact a Community Justice Centre** - If the noise continues, you can contact a Community Justice Centre (CJC).
- **Contact SCH or Police** - depending on the type of noise and hours it is being emitted.

### Pets

It is important that your neighbours are afforded peace, comfort and privacy, therefore a pet must not be a nuisance or annoyance to neighbours, including excessive noise. It is important to note that should a breach occur, SCH will ask the tenant to remove the pet.

It is important to also clean up after your pet. If you share a common courtyard or area that you allow your pet to use the toilet on, then you **MUST** clean up after it.

### Visitors

Visitors are allowed at SCH properties, however we ask if you can kindly have your family and/or friends visit you during the day time as to not cause any noise late at night. If visitors become a nuisance to any neighbouring properties, a complaint will be filed with SCH and your visitor can be excluded from returning to the premise by the police.

### Parking

Not all SCH properties will have allocated parking spots to specific units within a complex. However, if there are allocations, the expectation is that you are not parking your car, motorbike, boat or any other vehicle in a car park that is not allocated to you.

If there are visitor car spaces available, these car spots are available for anyone that is visiting a resident. Whoever is first in will get that car space. Please ensure residents are not using the visitors car spaces for their own personal use as residents may have support workers or helping aids visiting properties so they can complete their errands.

Driveways or any access points to the property should be clear at all times to allow for emergency services to access the building. Any vehicles illegally parked will be subjected to being towed.

### Neighbourhood Watch

This is a program encouraging neighbours to watch out for neighbours and their property during times when burglaries and other crimes are most likely to occur.

It is a community based self help program aimed at reducing the incidence of preventable crime. A Police Officer on patrol may not know what is normal in your street and may not recognise a stranger in your yard.

You and your neighbours are in a position to observe and report anything of a suspicious nature to Police.

If your neighbour notices anything strange happening in your neighbourhood, it will be reported to the police.