



**Southern Cross  
Housing**

**Welcome Home  
Bega Valley**





# Welcome

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

## Contact Southern Cross Housing



info@scch.org.au



Shop 9/81 Auckland St  
Bega NSW 2550



www.scch.org.au



1300 757 885

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### 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: 17/02/2023 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. 247 Newtown Rd, Bega NSW 2550 [www.ses.nsw.gov.au](http://www.ses.nsw.gov.au)

## Local Emergency Services

**Ambulance:** 131 233

**Hospital:** 4 Virginia Drive, Bega 02 6491 9999

**Medical Centre:** 61 Carp St, Bega 02 6492 3333

**Fire Station:** Gipps St, Bega 02 6492 1775

**Fire Bans:** 1800 679 737

**Marine Rescue:** Main St, Merimbula 02 6495 3027

**Bega Rural Fire Service Fire Control:** 02 6494 7400



## Bega Veterinary Emergency Services

In the unlikely event of an emergency, Bega Veterinary Hospital are there for your pet or livestock 24 hours a day, 7 days a week, including public holidays. Please note that their on call vet cannot accept stray animals out of business hours.

02 6492 1837

9-11 Ridge St, North Bega

*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.*

South East Regional Hospital offers emergency department bays, medical and surgical inpatient beds, a maternity unit, paediatric unit, a critical care unit, operating theatres including day surgery, renal dialysis chairs, oncology area, Hospital in the Home and a separate mental health unit. A brand new sub-acute rehabilitation unit has just recently opened and is available for new patients.



# Things To Do In Bega

At the heart of NSW's Sapphire Coast is the quaint town of Bega, encircled by lush pastures and rainforest, and not far from glittering beaches. The Bega visitor information centre is located at the Bega cheese heritage center 11-13 Lagoon st Bega. A must for cheese enthusiasts.

## **Cobargo Folk Festival**

Since its inception in 1996, the Festival has grown to become one of Australia's best-loved festivals because of its intimate size, fun and friendly vibe. The Festival offers a warm and authentic experience in a beautiful part of the beautiful Bega Valley, featuring the best of folk and roots music at the Cobargo Showground.

## **Magic Mountain Merimbula**

Magic Mountain is a family fun park situated 2km from the heart of Merimbula on the Sapphire Coast Drive. Magic Mountain is the most recommended family activity in Merimbula, it is jam packed with activities to suit any age. It features a Rollercoaster, Waterslides, a Toboggan track, Carpet Slide, Jumping Castle, Tube Slide, Grand Prix Cars, Crazy Car, Magic Mountain Maze and Mini Golf. For the little ones they have a toddler pool playground area and toddler town.

## **Potaroo Place**

Ten minutes from Merimbula in the beautiful Bega Valley, is the Potaroo Wildlife Sanctuary. Savour the rare opportunity to see a koala, wander among the kangaroos, touch a snake, or stroll through the walk-through aviary.



### Whale Watching

The Sapphire Coast is one of the few places that whales feed, rest and nurse their young. Our unspoilt coastline, rugged headlands, cliff tops and sheltered bays provide the perfect setting for whale watching from both land and sea. There are a number of adventure cruises available spanning from Bermagui to Merimbula.

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



### Bega River Reserve

This free day use area offers nice scenery, walking tracks, swimming and it is dog friendly. The best way to enjoy the reserve, is with a quaint picnic by the river with family, friends or with your pet!

No camping or overnight parking is allowed at the reserve at all times.

**A:** Jacksonia Grove, Bega NSW



### Bar Beach Merimbula

A small, beautiful beach on Merimbula Lake, famous for its stunning turquoise channel and breathtaking views across Merimbula Bay and the rolling hinterland. It is sheltered from summer's northerly winds and has outdoor showers and amenities. In the warmer months, you can grab a coffee or a healthy bite from Bar Beach Kiosk, one of the region's most famous eateries.

**A:** Bar Beach Road Merimbula NSW 2548



### Bermagui Ocean Pool

There are more than 100 ocean-fed rock pools along the NSW coast and the Blue Pool in Bermagui is regularly ranked among the prettiest. This gem along the Sapphire Coast is all opaline hues – think azure fading to turquoise to blush and then canary yellow.

**A:** Pacific Drive Bermagui NSW 2546

## Transport

### Bega Valley Community Transport Service

A community transport service using volunteer drivers to transport the frail aged and people with a disability to: general practitioners, local and metropolitan specialists, hospital and medical appointments including X-ray and pathology, shopping and social events. Under certain circumstances transport can be provided to people who are geographically or financially isolated and are unable to use mainstream Public Transport.

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

**P: 02 6492 4188**

### Flexibus

An on demand bus service on the Sapphire Coast, operated by Sapphire Coast Buslines that runs 3 services.

- **Bega service**

An on demand bus service that takes customers around Bega (anywhere 2.5km of the town centre).

- **Tura Beach, Merimbula, Pambula service**

An on demand bus service that takes customers around Tura Beach, Merimbula and Pambula (anywhere 6km of the town centres).

- **Eden service**

An on demand bus service that takes customers around Eden township and Eden Cove.

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

**P: 02 6495 6452**

## 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: 88 Gipps Street, Bega NSW 2550**

**P: 02 6492 3524**

**O: 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: 130 Gipps St, Bega NSW 2550**

**P: 02 6491 8550**

**O: Mon - Fri 9am-5pm**

### Tarthra Uniting Church

In every Anglicare Op shop you will find an amazing range of good quality recycled clothing, toys, accessories and homewares at affordable prices.

**A: 29 Andy Poole Dr, Tathra NSW 2550**

**P: 1300 111 278 f**

**O: Mon, Wed, Sat 9:30am-1:00pm**

### Sapphire Life and Opportunities

SLO's PlayTime program is a playgroup for parents/carers and their 0-5 year olds. You will find a safe place with free play, craft, music, books and outdoor activities, all run to engage and stimulate your young children. Added to this, you will connect with, and find friendship & support from other adults in a similar season of life.

**A: 78 Main St, Merimbula NSW 2548**

**P: 02 6495 1301**

**O: Mon - Fri 10am-2pm**

### Social Justice Advocates of the Sapphire Coast

Assist homeless in local area by providing emergency accommodation in homeless emergency unit, also short term accommodation in caravans and a cabin owned by the association.

**E: [secretary@sjasc.org.au](mailto:secretary@sjasc.org.au)**



## Seniors Discounts

### Merimbula's Magic Mountain

\$24 entry for seniors

**A: 134 Sapphire Coast Dr, Merimbula**

**P: 02 6495 2299**

**W: [www.magicmountain.net.au](http://www.magicmountain.net.au)**

### Merimbula's Top Fun

Seniors at junior prices

**A: Merimbula, 99 Main St, Merimbula**

**P: 02 6495 3091**

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

### Picture Show Man Cinema

\$2 discount off adult price

**A: 80 Main Street, Merimbula**

**P: 02 6495 3744**

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

### Sautelle White Lawyers

10% discount on Wills & powers of attorney

**A: 1 / 46-52 Market St, Merimbula**

**P: 02 4421 3990**

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

### Elgas

15% off Elgas LPG appliances

**A: 27 Upper St, Bega**

**P: 131 161**

### P & K Neville Painters & Decorators

10% off all labour costs

**P: 0419 442 027**

### Eden Killer Whale Museum

10% off all retail purchases

**A: 184 Imlay St, Eden**

**P: 02 6496 2094**

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

### Pickles Fishing & Outdoors

10% off store-wide

**A: 203 Imlay St**

**P: 02 6496 1513**

### Oporto

10% off purchase; excl vouchers & promotions

**A: Various locations**

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

### Lite n' Easy

Save 30% on your first delivery. Order online using promo code SENNSW30 or, if you are a HCP recipient.

**A: Online**

**P: 13 15 12**

### Tender Loving Cuisine (TLC Meals)

2 meals free with your first order. Save 5% on future orders. Free 3 course meal with birthday order.

**A: Online**

**P: 1800 801 200**

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

### The Diabetes Kitchen

10% off all meals and associated food products. Use code NSWSENIORS

**A: Online**

**P: 1300 798 908**





# Natural Disaster Preparedness



## Bushfire 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 Bega Valley 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 in the Cities

Fire and Rescue – Control house fires, industries 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.

**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 tsunami: [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, transport you will use and important documents to take.

**EMBER**  
An Initiative of The Flagstaff Group

**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	<input type="text"/>	Street Address	<input type="text"/>
Last Name	<input type="text"/>	Suburb	<input type="text"/>
Home Phone	<input type="text"/>	Postcode	<input type="text"/>
Mobile	<input type="text"/>	Email	<input type="text"/>
My languages	<input type="text"/>		

### 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="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Family / Legal Guardian	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Carer/s	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Doctor	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
NDIS Support Provider	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Chemist	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Employer <small>(if relevant)</small>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Neighbour <small>(if you know them)</small>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

### Disability Supports

NDIS ID Number	<input type="text"/>	
NDIS Planner	<input type="text"/>	<input type="text"/>
NDIS Support Coordinator	<input type="text"/>	<input type="text"/>
Centrelink Number	<input type="text"/>	
Disability Pension Number	<input type="text"/>	

www.emberapp.com.au

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## 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: Having 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 incase 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 – 02 6494 8844**

**Sapphire Health and Wellbeing Services – 02 6494 8870**

**SNSWLHD Bega Valley Bushfire Recovery Clinicians (Monday to Friday) – 6491 9300**

**CatholicCare Bush Fire Support: Counsellor Kathryn Sandercock – 0488 468 067**

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

**Rural Aid Bega Valley: Liz Bellette-Stubbs – 0476 761 784 or 1300 327 764**

**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**

**Rural Support Worker Project, Eden Community Access Centre Inc. – 0497 529 992**

**BVSC Recovery Support Service – 6499 2345**



## 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 [petregistry.nsw.gov.au](https://petregistry.nsw.gov.au) to complete your pet's registration.

## Shoalhaven 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 15 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 the Bega Valley:

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

For more information about these areas, please visit: <https://begavalley.nsw.gov.au/community/dog-walking-areas#Control%20areas>

## 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 <https://begavalley.nsw.gov.au/community/keep-your-pets-details-up-to-date>, or contact Bega Valley Shire Council on 02 6499 2222, office hours are 9:00am 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 the Bega Valley please visit:

<https://begavalley.nsw.gov.au/community/dog-walking-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 in depth 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.

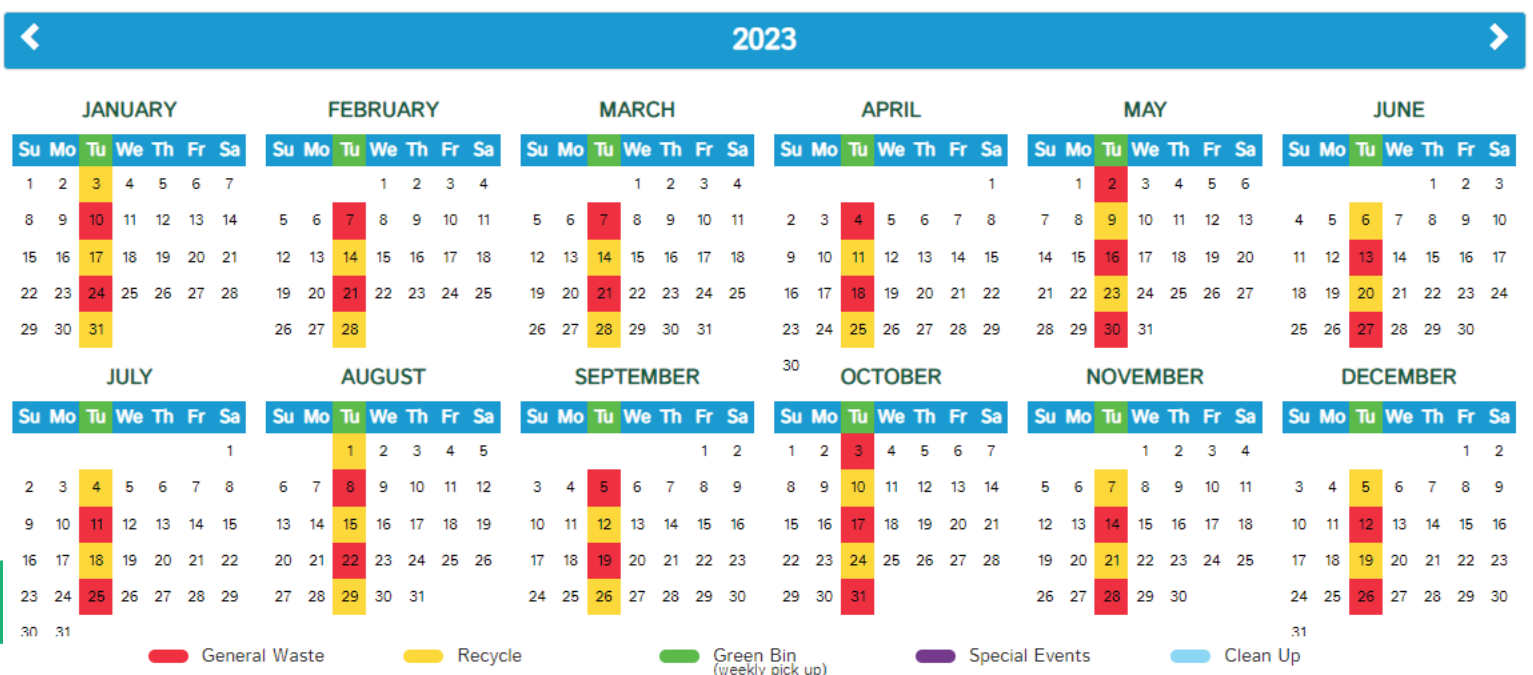
### Items that don't need to go into your yellow-lid bins:

- 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:  
<https://begavalley.nsw.gov.au/services/bin-collection-calendar>



# 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/](http://scch.org.au/support-assistance/)

### Bega Community Mental Health

Provides services for people with severe mental illnesses or serious risk of harm issues resulting from mental disorder.

**P: 1800 011 511**

### Grand Pacific Health

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

**P: 02 6494 8800**

### 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: 0466 329 315**

### Wellways (HASI)

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**

### Rural Outreach Mental Health

The Rural Outreach Mental Health Service provides support to those with Complex Mental Health needs in the Shoalhaven. Once your GP or service provider refers you to ROMHS and you meet the eligibility criteria, you will receive a phone call within 48 working hours from a Nurse who will ask you some questions and schedule an appointment with a Credentialed Mental Health Nurse that suits you.

**P: 02 4421 7525**

### Headspace Bega

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 959 844**

## Domestic Violence Assistance

### South Coast Womens Domestic Violence Court Advocacy Service

The South Coast WDV CAS is a service that provides help to women experiencing domestic violence. WDV CASs 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.

WDV CASs 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**

### South East Women and Children Services

Staying Home Leaving Violence is a specialist domestic and family violence service covering the Bega Valley Shire to assist women and their children who have separated from a violent partner or family member. The program aims to improve outcomes for women and children by supporting them to live in the home of their choice.

Support is needs-based and not time-limited. It may include advocacy, emotional support, safety planning, risk assessment, assistance at court, safety equipment and security upgrades. Participation is voluntary.

**P: 02 6492 6239**

## Aboriginal & Torres Strait Islander Services

### South Coast Medical Service (SCMSAC)

South Coast Medical Service (SCMSAC) Aboriginal Corporation is a Non-Government (NGO), Not For Profit (NFP) which is a highly regarded 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 6492 0532**

### Grand Pacific Health - Bega

Free care coordination services for Aboriginal or Torres Strait Islanders 16 years and over in Southern NSW. This program is suitable for clients with chronic and complex health conditions such as Diabetes, Heart Disease and Respiratory Disease.

**P: 02 6494 8800**

## Drug and Alcohol Services

### Bega Valley 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: 1800 011 511**

### Pathways Bega Valley

Pathways Bega Valley 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: 1800 997 330**

### 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. We accept self-referrals or referrals from other agencies or services.

**P: 02 4267 6600**

### SMART Recovery

SMART Recovery is 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 4444 1103**



# Food Assistance



## Sapphire Community Pantry

### Low Cost Food

Sapphire Community Pantry is open to all people who are doing it tough. It doesn't matter who you are or where you are in life, we welcome you with open arms. Sapphire Community Projects Incorporated runs the Sapphire Community Pantry in Bega, NSW as well as a Mobile Pantry, cooking programs, training, computers for seniors, and other projects all aimed at Nourishing Our Community.

### Is it Free?

No. However, they are still very cheap. For example, spending \$10 at the Pantry will get you the supermarket equivalent of \$30 to \$40 worth of food. Plus if you are in need, you can load up with free bread and rescued fruit and vegetables.

### What if i have no money?

We have a small quantity of donated food and Pantry vouchers are available from local agencies including St Vincent de Paul, Mission Australia, the Women's Resource Centre, SEWACS, Family Support Services and others. We usually have limited supplies of free bread, fruit and vegetables and meat.

### Who can shop at the pantry?

- People suffering food insecurity and finding it difficult to afford to buy food to feed themselves.
- People who have temporarily found themselves in need, due to perhaps losing their job, losing their home, relationship breakdown, illness or other reasons.
- People who want to save the planet and support our work. Much of our stock is bought from wholesalers or rescued. Sometimes the stock is close to or just past its "best before" date but is still suitable and safe to use.

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

**O: Tuesday - Friday 11am-2pm**

**P: 0490 843 518**

## Sapphire Community Mobile Pantry

### Low Cost Food

As many of our customers live in surrounding villages, and because some are unable to get into Bega, we bring the Sapphire Community Pantry to them. This van has enabled us to more easily load up Pantry stock to take it out to the villages of Cobargo, Quaama and Bermboka.

**A: 46 Princes Highway, Cobargo**

**O: 1st Wednesday of the month, 1pm to 2pm**

**A: Bermboka memorial hall**

**O: 2nd and 4th wednesday of the month, 1pm-2pm**

**A: Quaama School of Arts**

**O: Check their facebook page for announcements**

## Sapphire Life Opportunities

### Low Cost Food

Affordable groceries for any budget. We have a community food pantry in Merimbula with a "take what you need, give what you can" philosophy. Providing emergency food hampers to people on the Sapphire Coast in times of need.

**A: 78 Main St, Merimbula NSW 2548**

**O: Monday - Saturday 10am - 2pm**



# 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

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)**

## Tulgeen

Tulgeen Disability Services has been providing quality services to people with disabilities in the Bega Valley since 1977. Their team is passionate about making a difference in the lives of their clients and their families. They are committed to providing high-quality and person-centred services that meet the individual needs of each person they support.

**P: 02 6499 0800**

**W: [tulgeen.com.au/contact-us/](http://tulgeen.com.au/contact-us/)**

## 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 and 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.

## The Disability Trust

The Disability Trust is an experienced NDIS provider and we have been supporting great outcomes for many people who access their services with an NDIS plan since 2014. They have the staff and systems that understand the NDIS and are able to support you to get the most from your NDIS plan.

With The Disability Trust as your provider you can feel confident and assured that they will work with you to understand your needs to provide you with the right supports to achieve your goals and get the most from your NDIS package.

**P: 1300 347 224**

**W: [www.disabilitytrust.org.au/services-and-support#services](http://www.disabilitytrust.org.au/services-and-support#services)**

# 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 visitors 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

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.