



Southern Cross
Housing

Welcome Home

Nowra





Welcome

Southern Cross Housing would like to welcome you to Nowra! We hope this welcome pack will help direct you to get to know your neighbourhood

Contact Southern Cross Housing



info@scch.org.au



69 Kinghorne St, Nowra
New South Wales 2539



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 is correct at the time of printing. Information from organisations are subject to change without notice. SCH will endeavour to correct the information when notified.

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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 and contact number and 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. 92 Albatross Rd, South Nowra, NSW, 2541 www.ses.nsw.gov.au

Local Emergency Services

Ambulance: 131 233

Hospital: Scenic Dr, Nowra 02 4421 3111

Medical Centre: 53 Isa Road, Worrigeer 02 4421 6199

Fire Station: 69 Bridge Rd, Nowra 02 4421 4754

Fire Bans: 1800 679 737

Marine Rescue: Pilot House Edward Ave, Culburra Beach
02 4447 4466

Shoalhaven Rural Fire Service Fire Control: 02 4424 4424



Veterinary Emergency Services

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

02 4421 5370

209 Kinghorne St, Nowra, NSW 2541

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.



Shoalhaven District Memorial Hospital is the main acute care hospital for the Shoalhaven region. The hospital provides emergency care, surgical and orthopedic services. The hospital also has a high dependency and maternity unit. A purpose built regional cancer complex is located within the hospital as well as a sub-acute mental health unit. Since opening in May 1951, Shoalhaven Hospital and its dedicated staff have looked after the needs of the Shoalhaven and surrounding communities providing a wide variety of health care services to our local population.

Things To Do In Nowra

Gorgeous river scenery and a peaceful bushland setting make this bustling regional town on the banks of the Shoalhaven River a delightful place to live. Enjoy relaxed cellar doors, museums and galleries, and a range of outdoor adventures.

Bens Walk

Bens Walk loops around the Shoalhaven River, through its gorges, forests and grassy shores. The walk begins at the Nowra Showground, where you can enjoy a barbecue, and superb elevated views of the river and mountains from Hanging Rock.

Shoalhaven Zoo

Shoalhaven Zoo boasts an extensive collection of native and exotic animals, set in amongst the most spectacular natural rock formations and bushland, all on the banks of the beautiful Shoalhaven River. After spending time exploring the zoo you can relax with a picnic by the river, cook up a barbecue or eat at the delightful Macaws Nest Café while taking in the wonderful views.

Treetops Adventure Nowra

Spend the day hanging around the South Coast at the treetop adventure park located right inside Shoalhaven Zoo! Treetops Adventure Nowra is Australia's First Cliff Edge adventure park along the banks of the Shoalhaven River, that will have you zipping through the air and scrambling along the rocks. It's time to get into the nitty gritty business of climbing while you hear the lions roar in the distance.



Eats and Beats

Eats & Beats Shoalhaven is a street food market held in Jellybean Park Nowra every 3rd Wednesday of the month from 4pm - 7pm. Bring the family to the park and catch up with the locals to support the local food trucks of the Shoalhaven region and enjoy a meal out!

A: Jellybean Park Nowra NSW 2541 Australia



Hanging Rock

Hanging Rock is a popular picnic spot, loved by walkers and photographers. The rocky platform is 46 metres above the Shoalhaven River and offers spectacular views. It's a great place to rest after a circuit of Ben's Walk, and is close to Nowra Showground, with toilets and plenty of car parking.

A: Scenic Drive Nowra NSW 2541 Australia



Bomaderry Creek Walking Track

Bomaderry Creek is a small oasis of bushland adjacent to the town of Bomaderry. The walk journeys through patches of remnant rainforest, spotted gum forest, dry woodland and small hanging swamps. The small gorge is rich in Aboriginal heritage and sheer sandstone faces.

A: Weir Trackhead, Narang Road Bomaderry NSW 2541 NSW



Bomaderry Creek Walking Track

On the banks of the Shoalhaven River in North Nowra (access from Yurunga Drive) is The Grotto. Whilst access to The Grotto is steep in parts, the walk is short and the ambience of the reserve more than makes up for any effort expended. Take a picnic and spend some time watching the beautiful Shoalhaven River, from a superb vantage point.

A: Yurunga Drive North Nowra NSW 2541

Transport

Shoalhaven Community Transport Service

Provides quality door to door transport, to assist eligible people maintain an independent lifestyle. Service is provided mainly by a team of volunteers.

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

P: 1300 411 345

Cancer Council Transport to Treatment

Transport to treatment for cancer patients in the Shoalhaven area, patients must be able to walk unaided to and from the vehicle.

P: 0428 681 936

Shoalhaven Transport Guide

Get this guide to find out about local transport information in the Shoalhaven area.

P: 0423 748 988

W: www.shoalhavenpassengerservice.net

Nowra Coaches

Nowra Coaches operates an extensive bus service throughout the Shoalhaven.

Timetables are available from:

W: www.nowracoaches.com.au/timetables.html

Nowra Radio Taxi Co-Operative

To book a taxi please contact Nowra Radio Taxi on the below number.

P: 131 008



Safety

Keeping Your Home Secure

Creating a safe environment starts with your own home to cause offenders to re-evaluate 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 event 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 the event number.

Church & Charity Services

Salt Care

Salt Care is a local, registered, not-for-profit, volunteer based Charity that provides relief to the homeless, the poor, the socially disadvantaged, those who suffer from mental health issues, the disabled, indigenous, elderly, and young people at risk.

Their programs include:

- Assisted Housing
- NDIS Services
- Mobile Response Vehicle (Food and clothing)
- Work Development Orders

P: 02 4480 5025

W: www.salt.org.au

St Vincent De Paul

More than just a treasure trove of bric-a-brac, books, toys, jewellery, furniture, clothing and accessories, Vinnies shops raise funds to allow our members, volunteers and staff to help thousands of everyday people in need of support and hope.

A: 5 Berry St, Nowra NSW 2541

P: 02 4421 7395

O: Mon - Fri 8:30am-5pm, Sat 8:30am-4pm

Anglicare

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

A: Princes Hwy & Worrigee St, Nowra

P: 1300 111 278 f

O: Mon - Fri 9:30am-4:30pm, Sat 10am-3pm

Redcross

Red Cross Shops are stocked with a unique collection of quality pre-loved clothing, shoes, accessories and homewares. Discover something special when you shop in person at any one of their shops across Australia.

A: 21 Schofields Lane, Nowra

P: 02 4421 2845

O: Mon - Fri 9am-3pm

Legacy

Legacy works to ensure that families of veterans receive the best possible comfort, support and friendship that Legacy can provide to ensure they have the same opportunities as others in the community. They provide support with:

- Socialisation Activities
- Income Support
- Emergency Relief
- Claims Assistance

P: 02 8333 0600

W: www.legacy.com.au

Lifeline South Coast

Lifeline sell great quality recycled clothes, manchester and homewares in their stores. They have collectables and interesting items and a huge range of books.

A: 66 Worrigee St, Nowra

P: 02 4423 1145

O: Mon - Fri 9:30am-4pm, Sat 9:30am-2:30pm



Seniors Discounts

Arthouse Direct

10% off

A: 6/68 North St, Nowra

P: 02 9483 2418

W: www.arthousedirect.com.au

Webics

10% off all services

A: 3/90 Worrigee St, Nowra

P: 02 4480 6080

W: www.webics.com.au

Oporto

10% off purchase; excl vouchers & promotions

A: 86 Princes Hwy, Nowra

P: 02 7203 5209

W: www.oporto.com.au

Subway

10% off full priced items; conditions apply

A: Shop 26 & 27, Nowra Mall, Cnr Kinghorne & Junction St

P: 02 4421 3990

W: www.subway.com.au

East Nowra Butchery

7% discount on all items

A: Shop 7 Kalander St, Nowra

P: 02 4421 3882

Studio 23 Hairdesign

10% off all services everyday; excl specials

A: Shop 18, Shoalhaven Arcade, Kinghorne St, Nowra

P: 02 4421 4471

The Nowra Jeweller

10% off all new items

A: 78 Junction St, Nowra

P: 02 4422 7287

W: www.thenowrajeweller.com.au

Comfort Shoes

5% off full priced items

A: 95 Junction St, Nowra

P: 02 4421 2244

Aircon Commercial Refrigeration

10% off

A: Unit 9/35 Cumberland Ave, South Nowra

P: 02 4421 3291

Nowra Electrical Repair Service

20% off service call

A: 39 Quinns Lane, South Nowra

P: 02 4421 0493

J & T Dale Plumbing

5% discount for Seniors Card holders

A: 5/59 East Street, Nowra

P: 1300 846 264

W: www.jtdaleplumbing.com.au

Jayden Emerson Concreting

10% off

A: Nowra

P: 0432 037 347

Peter Barrett Cement Rendering

10% off

A: Nowra

P: 0421 276 613

Supagas

New customers – order 2 x 45kg LPG bottles and get 50% off the gas price on first order. Plus, we will fix the price for 24 months & with free delivery to most areas. T&Cs apply. Existing customers – order one or more 45kg LPG bottles and receive \$10 off yearly rental. T&Cs apply

A: 6 Sextant St, Nowra

P: 02 4428 9600

W: www.supagas.com.au



Days Mower Service

10% off

A: 17 Nowra Lane, Nowra

P: 02 4421 4468

W: www.daysmowers.wixsite.com

Nowra Paint Place

10% discount

A: Unit 3/142 Princes Highway, South Nowra

P: 02 4422 5554

J & T Dale Plumbing

5% discount for Seniors Card holders

A: 5/59 East Street, Nowra

P: 1300 846 264

W: ww.jtdaleplumbing.com.au

Autobarn Nowra

10% discount off; excl oils and specials

A: 18 Haigh Ave, Nowra

P: 02 4422 4500

W: www.autobarn.com.au

Moto – Parts on the Move

10% off RRP; excl oil & specials

A: 99 Plunkett St, Nowra

P: 02 4423 6500

Murphy's Tyrepower

10% discount

A: 71 North St

P: 02 4421 2311

W: ww.murphystyrepower.com.au

Natalia Goozeff Solicitors

10% off

A: Suite 11, Level 1, The Holt Centre 29 Kinghorne St, Nowra

P: 02 4421 4499





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 to complete your pet's registration.

Shoalhaven Animal Welfare League

The Animal Welfare League NSW mobile vet service is an Australian-first, fully-fitted out B-Double trailer which has been purposefully designed to enable AWL NSW to travel to regional areas in NSW to provide desexing, vaccination and microchipping programs to communities doing it tough. To find out more information about how the mobile vet service can visit Nowra, please call **02 8899 3333** or email helpingpets@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.

Prohibited Dog Areas

Dogs are totally prohibited from entering these areas in Nowra:

- Within 10 metres of any children's playing apparatus or food preparation/consumption areas in public areas. This does not apply if the food preparation/consumption area is a public thoroughfare and where a 10 metre separation distance is not possible.
- Public bathing and/or recreation areas where dogs are prohibited.
- Within the grounds of any child care centre or school without the approval of the person in charge.
- Shopping areas where dogs are prohibited.
- Wildlife protection areas.
- Shorebird nesting areas.

Lost a Pet?

Losing an animal can be distressing and cause worry. If your pet is microchipped and registered with Council, you can be easily reunited. The main collection point for lost animals is Shoalhaven Animal Shelter (Pound).

Contact Ranger Services on **1300 293 111** and let them know (notification must be given within 72 hours after the animal is lost).



Off-leash Areas

For more information regarding off-leash areas throughout the shoalhaven please visit:

www.shoalhaven.nsw.gov.au/For-Residents/Pets-Animals/Off-leash-Prohibited-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.

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

Shoalhaven City Council provides a weekly kerbside bin collection service for your red-lid bins and a fortnightly collection for your yellow-Lid bins. The Yellow Bin Recycling Calendar provides a simple guide to collection days.

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

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/

Nowra 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: 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

Anglicare

Providing mental health services under the NDIS that meet current needs as well as supporting participants to develop skills and work towards goals that will improve their quality of life in the future.

P: 1300 111 278

OneDoor

OneDoor's centre-based group activities focus on building social, recreational, vocational and psycho-educational skills in a safe and positive environment. They also offer support services and coordination of support for people with an NDIS package.

P: 02 9879 2641

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

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

Waminda

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.

Headspace Nowra

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.

Domestic Violence Assistance

SAHSSI

A NSW Government funded initiative to provide a 24/7 emergency accommodation and specialist support service to women and children who are fleeing domestic and family abuse.

P: 02 4229 8523

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

YWCA

YWCA Australia's Domestic Violence Intervention Service (DVIS) helps women through stressful and emotional situations after experiencing domestic and family violence. They provide:

- Experienced case workers.
- Support when making a police statement.
- Support before and during court proceedings.
- Case management and coordination.
- Referrals to housing, employment, and other support agencies.
- Referrals and linkages to local support groups.
- Assistance with Centrelink and Victim Support applications.

P: 0425 206 670

E: nsw-dvis@ywca.org.au

Mission Australia

The Domestic and Family Violence Service is an intake, assessment and referral service for families with children under 18, who have been identified as at low risk of significant harm by Family and Community Services. The service helps families in the Nowra and Shellharbour South Coast NSW LGA to achieve safety and security in their lives.

P: 0244482000

E: oconnelle@missionaustralia.com.au

Aboriginal & Torres Strait Islander Services

South Coast Aboriginal Medical Service

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

Waminda

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. Their counsellors incorporate a cultural, spiritual, and family context to enhance social and emotional wellbeing.

P: 02 4413 2579

Aboriginal Legal Service

To deliver quality and culturally appropriate legal services that meet the needs of Aboriginal and Torres Strait Islander people throughout NSW and the ACT and to be recognised as the leader in this field across Australia. ALS assist with matters relating to:

- Criminal Law
- Family Law
- Care and Protection Law
- Tenancy Services

P: 02 9213 4100

Cullunghutti

Cullunghutti is a special place for children and families to connect, grow, and learn together, reflecting and strengthening Aboriginal identity within the wider community. It brings together a range of early childhood, health, and family support services to improve education, health, wellbeing, and quality of life for Aboriginal children and families, and helps them learn and grow to become the future leaders of our community.

P: 02 4422 4800

Drug and Alcohol Services

Shoalhaven Drug and Alcohol Service (SDAS)

Treatment and support services for people with problems from their alcohol, prescription or illicit drug use, and/or for their families and carers. We offer withdrawal management services, adult counselling, MERIT, youth support, Stimulant Treatment Program and Substance Use in Pregnancy and Parenting Service.

P: 1300 652 226

Waminda

Our Drug and Alcohol specific services are for Female clients only, this includes a full time Drug and Alcohol Case Worker. A full time SEWB (Social and Emotional Wellbeing Case worker) and a Drug and Alcohol Counsellor 3 days per week. We offer a SMART recovery meeting held every Tuesday this is a closed group for Waminda clients only. We have an after hours phone support line Strong Yawa 1800 953736 5pm-9pm weekdays and 4-7 weekends for female or male.

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 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

Rosa Co-ordinated Care (RoCC)

RoCC provides case management support for women to re-establish their lives after leaving alcohol & other drugs rehab and/or prison. RoCC will link women with other support services and provide practical and emotional support to re-connect to family and community, housing, health, legal, training, education and employment services.

P: 02 4444 1103

Nana Muru

Nana Muru "Better Road" is here to support you. Nana Muru is a free day withdrawal support service based in Nowra, with mobile outreach to surrounding communities. We offer a safe space where you can talk about the issues that matter to you. We offer:

- Detox supported by a GP and nurse
- Day Groups
- Individual counselling and support
- Specialist medical and clinical support
- Links to other community/cultural support
- Aftercare and relapse prevention.

P: 1300 727 957

Oolong House

The Oolong Aboriginal Corporation (Oolong House) is an Aboriginal community-owned and managed residential facility based in Nowra. Oolong House provides culturally appropriate drug and alcohol prevention, education, treatment, rehabilitation and aftercare services for Aboriginal and non-Aboriginal men from the Shoalhaven region and across the state.

P: 02 4422 0644



Food Assistance



Nowra Community Food Store

Low Cost Food

Nowra Community Food Store is a low-cost grocery store for people in our community struggling to afford life's basic essentials. Anyone on a low income or simply doing it tough is welcome to shop in our store.

A: 10/158 Princes Hwy, South Nowra NSW 2541

P: 02 44540477

E: reception@ulladullacrc.org.au

Salvation Army Nowra

Emergency Relief

If you're struggling to make ends meet, The Salvation Army's may be able to provide practical assistance. If you call the 1300 below, The Salvation Army will assess your situation and refer you to a local 'Salvos Connect' site to receive assistance. Please note that your circumstances will be assessed with regards to your needs and available resources.

Monday - Wednesday 10am-12:00pm

P: 1300 371 288

A: 162 St Anns Street, Nowra NSW 2541

E: shoalhavencorps@salvationarmy.org.au

Anglicare

Mobile Community Pantry

Anglicare's Mobile Community Pantry and Mobile Community Pantry Fresh Food vans provide grocery or fresh food items at very low cost to help stretch your budget further. The Mobile Community Pantry is run in partnership with local churches and visits each location on a fortnightly basis.

You can make a small contribution and fill a bag with items of your choice from the stock available.

- \$12 for groceries (EFTPOS available)
- \$3 for fresh food (bring along your Pension, Health Care or Immigration Card).

A: 70 Plunkett Street, Nowra

P: 02 4421 6884

Salt Care Mobile Response Vehicle

Emergency Food Relief

The Mobile Response Vehicle provides groceries, toiletries, bedding, swags, winter woollies and other necessities to people suffering from, and at risk of homelessness. The MRV is on call to attend to anyone in need as identified by rangers, community services and concerned community members.

A: 5-19 Birriley St, Bomaderry NSW 2541

P: 02 4480 5028

W: www.salt.org.au/contacts/

Mission Australia

Emergency Food Relief

The Mission Australia emergency food relief program helps people to address their immediate basic needs in times of financial crisis or hardship through material or financial aid (e.g. vouchers, clothes and food parcels). Support is offered in a way that maintains the dignity of individuals and families and encourages self-reliance. As well as financial and material support, we also link people with services in the community to help them address the challenges that are affecting their financial wellbeing.

A: Unit 2, 15 Norfolk Avenue Nowra

P: 02 4448 2000





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. These check:

- 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).

IRT

IRT offer quality care with home care services available based on where you live, the level of care you need and if you're eligible for government funding.

IRT can help you with:

- Personal Care
- Cleaning and Household Tasks
- Getting out and about

P: 134 478

W: www.irt.org.au/home-care/

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

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.

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: disabilitysupport@azuraa.com.au

SCH Clean Up Crew

If you require assistance with additional clean up services to get rid of any rubbish, furniture or waste around the house or assistance with maintaining your lawns and gardens, SCH's clean up crew can assist. The clean up crew offer this service for residents in Bomaderry to Ulladulla.

This service is provided at a discounted rate.

Services include:

- Mowing
- Trimming Hedges
- Edgings
- Weeding
- Rubbish removal (All rubbish will need to be outside of the property for pickup)

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 you 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.