

January 2025

Community Support and Emergency Relief Providers

If you've been affected by the recent storms, help is available.

| Provider | Services available and contact details |
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| General support services | |
| Vinnies (St Vincent De Paul) | <p>Ph: 13 18 12</p> <p>Newcastle/Hunter Regional Referral Centre 827 Pacific Hwy, Newcastle West, New South Wales</p> <p>Ph: (02) 4961 6885</p> <p>Monday to Friday 9:00am to 12:00pm</p> |
| Maitland Region Community Support | <p>Provide emergency food relief through their Emergency Relief Program. 11-13 Arthur Street, Rutherford, New South Wales</p> <p>Ph: (02) 4932 0950</p> <p>Monday to Friday 10:00am to 3:00pm</p> |
| Askizzy | <p>Free, anonymous online service connecting people in need with housing, a meal, money help, family violence support, counselling and more.</p> <p>If you're on the Telstra or Vodafone mobile networks, you can access Askizzy on your phone even if you don't have credit or access to wifi.</p> <p>Website: https://askizzy.org.au/</p> |
| Legal & Financial Support | |
| Insurance | <p>The Insurance Council of Australia encourages residents and small businesses in the Maitland area impacted by the weather event to contact their insurer or broker to determine if they have a claim. Insurers are standing by ready to assist.</p> <p>Website: https://insurancecouncil.com.au/</p> |
| Legal Aid - Disaster Response Legal Service | <p>Provides free legal advice to anyone affected by a disaster with questions about home and car insurance (including temporary accommodation, claims handling issues and disputes).</p> <p>Ph: 1800 801 529</p> <p>Website: http://disasterhelp.legalaid.nsw.gov.au</p> |

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| | Monday to Friday |
| Business Support | |
| Service NSW Business Bureau | <p>Businesses impacted by the storms can book an appointment with a Service NSW Business Concierge for free support and advice.</p> <p>Website: www.service.nsw.gov.au/business/business-concierge-service Ph: 13 77 88 Monday to Friday 9:00am to 5:00pm</p> |
| The Business Centre | <p>Small businesses located in NSW are eligible for up to 8 hours of subsidised business advice to help recover and rebuild. Whether you need guidance on financial planning, operations, or navigating recovery resources, support is available to get you back on track. Service New South Wales Business Connect approved provider.</p> <p>Website: https://businesscentre.com.au/support/business-advice-business-connect/ Ph: (02) 4925 7700 Monday to Friday 9:00am to 5:00pm</p> |
| Govt Support | |
| Maitland City Council | <p>For waste removal and other clean up services contact Council.</p> <p>Website: https://www.maitland.nsw.gov.au/ Ph: (02) 4934 9700</p> |
| Service NSW | <p>Emergencies and natural disasters. Services NSW have specialist teams ready to support you.</p> <p>Maitland Service Centre 4 Garnett Road East Maitland, New South Wales</p> <p>Website: https://www.service.nsw.gov.au/services/emergencies-and-natural-disasters Ph: 13 77 88 Monday to Friday 8:30am to 5:00pm</p> |
| Services Australia | <p>You can connect with Centrelink, Medicare and other government programs and services.</p> <p>Tenancy 2, 555 High Street, Maitland, New South Wales</p> <p>Monday to Friday 8:30am to 4:30pm</p> <p>Website: https://www.servicesaustralia.gov.au/</p> |
| Mental Health Support | |
| Rural Adversity Mental Health Program (RAMHP) | <p>Providing support to regional, rural and remote people and communities.</p> <p>Website: www.ramhp.com.au</p> |

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| Stride Mental Health | <p>For NDIS Recipients Only</p> <p>Provide therapeutic support coordination and counselling services.</p> <p>4/3-5 Elgin Street, Maitland, New South Wales</p> <p>Website: https://stride.com.au/</p> <p>Ph: 4931 1770</p> |
| headspace | <p>Offer a range of services and support for young people who are experiencing a tough time or are worried about their mental health. Access to social groups on Wednesday and Friday during school terms.</p> <p>73 Elgin Street, Maitland, New South Wales</p> <p>Website: https://headspace.org.au/headspace-centres/maitland/</p> <p>Ph: 4931 1000</p> <p>Monday to Friday 9:00am to 5:00pm</p> |
| CatholicCare Social Services – Rosewood Centre | <p>Offer counselling, clinical assessments, behaviour support and adoption counselling.</p> <p>3/605 High Street, Maitland, New South Wales</p> <p>Website: https://www.catholiccare.org.au/</p> <p>Ph: 1800 613 155</p> |
| Flourish Australia | <p>Provide mental health, employment and NDIS support services for the Maitland community.</p> <p>9 Bourke Street, Maitland, New South Wales</p> <p>Website: https://www.flourishaustralia.org.au/</p> <p>Ph: 1300 779 270</p> <p>Monday to Friday 9:00am to 5:00pm</p> |
| MindHealth | <p>MindHealth is a free professional counselling service for people 15 years and older living or working in the Central Coast and Hunter regions.</p> <p>Website: https://mindhealth.org.au</p> <p>Ph: 1300 029 131</p> <p>Monday to Saturday 7:00am to 9:00pm</p> |
| Health Services | |
| Awabakal Medical Service | <p>Provides culturally-appropriate primary health care services, advocacy and social and emotional support to Aboriginal people and their families. Awabakal Medical Service bulk bills as long as you have a valid Medicare card.</p> <p>Awabakal offers medical services across Lake Macquarie, Newcastle, Port Stephens and the Lower Hunter, as well as Preschool services in Glendale and Wickham.</p> <p>3/12 Ken Tubman Drive, Maitland, New South Wales</p> <p>Website: https://www.awabakal.org/services/gp-and-medical</p> <p>Ph: 1300 174 908</p> |

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| healthdirect | Australian government funded service (Commonwealth State & Territory), Australia's most comprehensive directory of healthcare professionals and support services. Help people navigate the broader health system and direct people to appropriate healthcare for their situation, including access to GPs or emergency care services. Website: https://www.healthdirect.gov.au/australian-health-services Ph: 1800 022 222 24/7 |
| 24/7 Phone Support | |
| Lifeline | 13 11 14 |
| NSW Mental Health Line | 1800 011 511 |
| Beyond Blue | 1300 22 4636 |
| Kids Helpline | 1800 55 1800 |
| 13Yarn | 13 92 76 |
| 1800RESPECT | 24-hour national sexual assault, family and domestic violence counselling line 1800 737 732 |

If you are experiencing an emergency or life-threatening situation, call triple zero (000)

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