



**Vince Di Pietro**

*Recovery Co-ordinator*

## Service Updates



### CUSTOMER SERVICE

In response to COVID-19, Council's Customer Service face to face support has temporarily ceased. Please call **4429 3111** for assistance



### GREEN WASTE

532 tonnes of free green waste was tipped at Council facilities



### BLAZE AID

1,977 cumulative volunteer days at Milton and Kangaroo Valley camps



### WASTE REMOVAL

1,101 tonnes of bushfire demolition waste was accepted at West Nowra Depot in the past week

## A Word From Vince

So much has changed in a week. Bushfire Recovery continues, however the impact and precautions of COVID-19 take priority to assure everybody's personal wellbeing and ongoing safety. Please observe and comply with the health authorities guidance and restrictions.

A sub-contractor webinar with Laing O'Rourke will take place on Wednesday 1 April at 6pm. The webinar will provide guidance to local contractors and companies on how they can participate in the bushfire clean-up. Shoalhaven is the first LGA to trail the webinar process, stay tuned to Council's website.

One important service which has been expanded to accommodate the emerging health response is NSW Health. Health has opened an Emergency Operations Centre at Warrawong and are in the process of establishing a 1800 Health Line. Once open, we will publish advise on the Council website. For now, regional health services support numbers are listed below.

And finally, Telstra services have been restored for Kangaroo Valley, Jack's Corner and Tallowa Dam Road residents. They have been working on this restoration for some time and it is a real pleasure to see it completed.

### COVID-19 Update

In response to COVID-19, and to ensure the safety of our customers and staff, Council have closed non-essential services to the public. Customers are being encouraged to use Council's online and phone services, which are still operational. The Ulladulla Recovery Centre will transition services to telephone, from Sunday 29 March.

Council would like to remind residents to:

- practice social distancing
- wash your hands for at least 20 seconds with soap and water
- sneeze into your elbow
- stay home if you are sick
- reduce unnecessary travel

You can call Council on **4429 3111** or read more on Council's [website shoalhaven.nsw.gov.au](http://shoalhaven.nsw.gov.au)

If you are seeking mental health support, please call the Bushfire and COVID-19 Mental Health Support Line on **02 4424 7888** 8:30am - 4pm Monday to Friday. For other COVID-19 information, please call **1300 066 055**.

### Mayoral Relief Fund Grants

The Mayoral Relief Fund was launched late last year in response to the Shoalhaven Bushfires. The fund has received support from around the globe, with generous donations continuing to flow in.

Currently the Fund is offering two grants:

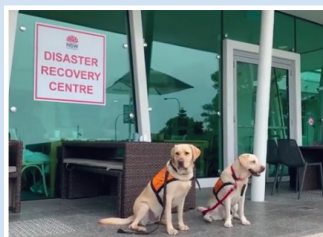
- 1. Residents and tenants of properties that have been affected.**
- 2. Tradespeople and apprentices who have lost tools in the bushfire.**

Find out if you are eligible or apply online by calling Customer Service on **4429 3111** or visit [bit.ly/3b5CtXk](http://bit.ly/3b5CtXk)

## From Our Community



Nowra Rotary donated \$5,000 to the Mayoral Relief Fund.



Therapy dogs on duty at the Ulladulla Recovery Centre.



BlazeAid volunteer hard at work. Photo credit: BlazeAid



# Team Leader Highlights



**Michael Paine**

*Social Recovery  
Action Team Leader*

## Social Recovery

### RECOVERY CENTRE

The Ulladulla Recovery Centre will transition services to telephone. Please call **4429 5888** during business hours from Monday 30th March.

### SOCIAL DISTANCING

Due to COVID-19 restrictions, Mobile Hubs will cease operation this week.

### REMOTE SUPPORT

Council is liaising and advocating with service providers for the provision and continuation of support services remotely.



**Warwick Papworth**

*Built Recovery  
Action Team Leader*

## Built Recovery

### HAVE YOU REGISTERED?

Residents are being reminded to ensure their property is registered with Laing O'Rourke to ensure a faster clean-up. Bushfire impacted property owners can register by calling **13 77 88**.

### WORKS APPEAL

If residents are not satisfied with Laing O'Rourke's scope of works site assessment, they can appeal by making an escalation request. To lodge an appeal please call **1800 007 539** or email [nswbushfirecleanup@laingorourke.com.au](mailto:nswbushfirecleanup@laingorourke.com.au) with 'escalation request' in the subject field.

### ASSISTANCE GRANTS

Homeowners whose homes were structurally damaged have been extended to include destruction or damage to critical private water, septic and power infrastructure. For more details visit [bit.ly/3dn2y6d](https://bit.ly/3dn2y6d)



**Shannan Perry-Hall**

*Economic/Tourism Recovery  
Action Team Leader*

## Economic/Tourism

### BUSINESS MENTORING

Businesses can access one on one mentoring from Mentor Sue Brodie. Sue can help businesses through this tough time by helping them to re-think possibilities and plan for the future. Sue offers online and phone mentoring. If you are interested please email [business@shoalhaven.nsw.gov.au](mailto:business@shoalhaven.nsw.gov.au)

### BUSINESS CONNECT

Business Connect is offering free video and phone business advisory services to help you review the best way forward for your business. Find your local advisor at [bit.ly/2vOKbq0](https://bit.ly/2vOKbq0)

### SMALL BUSINESS SUPPORT

Rather than self-assess, register with Services NSW to see if you are eligible for \$10,000 small business support. Register now at [bit.ly/39Semv4](https://bit.ly/39Semv4).



**Shane Pickering**

*Environment Recovery  
Action Team Leader*

## Environment Recovery

### WEST NOWRA FACILITY

The new recycling plant, installed at West Nowra waste facility is now operational. The facility separates metals and rubble from the waste stream for reuse, significantly extending the life of Council's landfill site.

### DEMOLITION REMOVAL

In the last week 1,101 tonnes of bushfire demolition waste were accepted at West Nowra and sorted into recyclables, as part of Laing O'Rourke's Bushfire clean-up efforts.

### WILDLIFE RECOVERY

Issue 2 of the NSW National Parks & Wildlife Service's Wildlife Recovery newsletter is now available. This issue addresses when emergency help for wildlife is no longer needed, recovery workshops and wildlife recovery stories. Visit [bit.ly/33HFbzU](https://bit.ly/33HFbzU)