



## Service Updates



### Bushfire Helpline

The Bushfire Assistance Helpline is available Monday to Friday during business hours on 02 4429 5888.



### Waste Removal

In the past week Council has processed 1,811 tonnes of waste from bushfire affected homes. Current total waste processed is 10,400 tonnes.



### COVID-19 Legal Advice

Those needing legal help related to COVID-19 can call 1300 888 529 between 9am to 5pm, Monday to Friday.



### From Our Community

BlazeAid volunteer working on a destroyed fence.  
(Instagram // blazeaid)

## A Word From Vince

The Recovery Committee continues to meet, with a current focus on encouraging ALL Shoalhaven residents to start their bushfire plan for next season. We need to capture the lessons of the recent devastation and begin 2020/21 planning – whether updating an existing plan or writing a new plan in light of recent experience. Utilise the Bushfire Recovery Page as links to planning reference material become available.

I need to again seek community help to locate and identify landowners who are yet to register for the clean-up with Service NSW. The Council mailout to ratepayers was 53 per cent successful – 139 replies from 261 mailouts, leaving 119 replies yet to be received. Please encourage anyone who has not registered to do so, assistance is available via the Council Helpline on [02 4429 5888](tel:0244295888).

The Council Recovery Helpline has commenced call backs, ensuring that registered customers are supported with all services they need, and to connect those who may still need assistance.

The next NSW Government Independent Inquiry into Bushfire Response will be held as a webinar on Friday, 1 May. Visit the Bushfire Recovery webpage to register if you are a resident or property owner affected by the fires and wish to participate. **Vince Di Pietro** - Recovery Co-ordinator

### Social Recovery

**Recovery Centre Call Back Service** - Council have commenced the Recovery Centre Call Back service. Over 1,450 people registered through the Ulladulla Recovery Centre, Nowra and Kangaroo Valley Assistance Points.

Council have currently spoken with more than 150 residents. You can still register through our Recovery Assistance Hotline on [02 4429 5888](tel:0244295888), Monday to Friday between 9am - 5pm.

#### **Michael Paine**

*Social Recovery Action Team Leader*

### Built Recovery

**BlazeAid Update** - The BlazeAid campsites at Milton and Kangaroo Valley are both still in operation with reduced volunteers. There are seven volunteers still located at the Milton Showground and four in Kangaroo Valley. New volunteers are no longer being accepted in the camps due to the COVID-19 situation. Whilst volunteer numbers have reduced due to health restrictions, work is progressing, and the team are continuing to help those in need.

#### **Warwick Papworth**

*Built Recovery Action Team Leader*

### Economic/Tourism

**Reach Out, Reflect and Restore** - NSW Health have developed a health and wellbeing education program specifically aimed at the Shoalhaven business community. Beginning 7th May, each Thursday from 2pm – 3:30pm Louise and Bronwyn, will be holding online sessions covering varying topics for dealing with the current climate.

Join a session here [bit.ly/2yQld9u](https://bit.ly/2yQld9u)

#### **Shannan Perry-Hall**

*Economic/Tourism Recovery Action Team Leader*

### Environment

**Wildlife Remote Feeding Cameras** - Following the devastating flora and fauna loss from the bushfires, feeding and water stations were set up with remote camera surveillance. This footage has aided in research, providing researchers with a better understanding of the animals in the area. Kangaroos, wallabies, brush-tailed possums, wombats and an array of birds have been spotted. Council will continue to conduct further surveys and collaborate with NSW Agencies.

#### **Shane Pickering**

*Environment Recovery Action Team Leader*



**Vince Di Pietro**

*Recovery  
Co-ordinator*



**Shannan Perry-Hall**

*Economic/Tourism  
Recovery Action  
Team Leader*



**Shane Pickering**

*Environment  
Recovery Action  
Team Leader*



**Warwick Papworth**

*Built Recovery  
Action  
Team Leader*



**Michael Paine**

*Social Recovery  
Action  
Team Leader*

# COVID-19 Updates



## Taking Council Online

Residents can still access Council services through our website and phone services. If you are on our website and require assistance, our new Live Chat feature is available to assist during business hours. The operator will be able to help you with your matter directly.

We also have a range of free online exercise programs and tutorials for fun activities you can do at home, all provided by Council facilities on our YouTube page. Check them out at [bit.ly/2xgbbzq](https://bit.ly/2xgbbzq).

For all other enquiries please call Council's customer service team on **02 4429 3111** between 9am – 5pm Monday to Friday.



## Don't Get Caught Out

Scammers are using the spread of COVID-19 (coronavirus) to take advantage of people across Australia. Scamwatch has received over a thousand coronavirus-related scam reports since the outbreak. Common scams include phishing for personal information, online shopping, and superannuation scams.

Tips to protect yourself:

- Don't click on hyperlinks in text/social media messages or emails, even if it appears to come from a trusted source.
- Go directly to the website through your browser.
- Never respond to unsolicited messages and calls that ask for personal or financial details, even if they claim to be from a reputable organisation or Government authority. Just press delete or hang up.



## Free Legal COVID-19 Advice

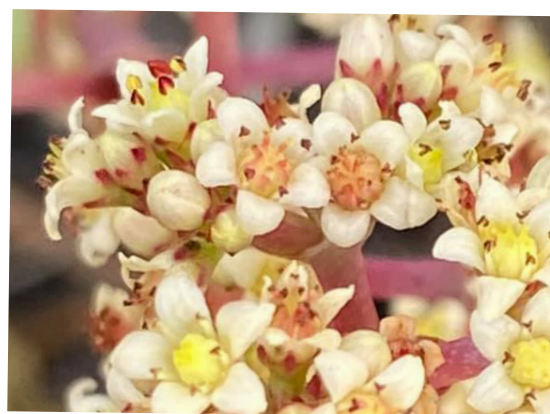
The NSW Government, in partnership with Legal Aid NSW and Law Access NSW has launched a free legal help service for people facing legal issues under the COVID-19 public health laws.

The service provides access to legal advice for those concerned about a range of COVID-19 issues, complemented by a helpful factsheets available on the Legal Aid NSW website.

People requiring legal help related to COVID-19 can access the service by calling **1300 888 529** between 9am - 5pm, Monday to Friday or by visiting [bit.ly/2Y7RfcN](https://bit.ly/2Y7RfcN).



 Chris Majoroff



 Amelise Snider