

Recovery Support Service (RSS)

Pottsville Beach Neighbourhood Centre's RSS is a **FREE** service that helps flood-affected people in their recovery, by providing personalised, long-term support.

We link people to their own personalised recovery support worker, who is able to help them navigate and access services and disaster assistance packages and supports. (Our support workers are mobile - we visit people where they feel comfortable, across the entire Tweed Shire.)





The recovery support workers provide emotional, physical and financial supports to assist their longer term health and wellbeing recovery.

Recovery support workers walk alongside affected people, acknowledging and addressing their challenges and struggles, while respecting people's strengths and their recovery choices and preferences.

Our RSS works collaboratively to reconnect people with local community resources to strengthen their resilience in the future.

Who can use this service?

People who have been directly impacted by the floods:

-  Residents with damaged or destroyed homes
-  Residents experiencing additional impacts (e.g. social and psychological impacts)
-  Business owners
-  Primary producers and rural landholders

How can people access the services?

- ⇒ Affected people can phone or email us (self-referral)
- ⇒ With a person's consent, an agency can make a direct referral to our RSS
- ⇒ No formal referral from a GP or other provider is required

Contact us:

M: 0476 677 422 or T: 02 6676 4555

E: rss@pbnc.org.au W: pbnc.org.au

Head Office: 10b – 12a Elizabeth St,

Pottsville NSW 2489

PERSONALISED SUPPORT

Our RSS provides:

- **A dedicated support worker who is able to visit you**
- **Assistance in accessing financial grants and services**
- **Assistance in applying for an At-Home Caravan**
- **Practical, personal and emotional support**
- **Psycho-social groups**
- **Information and referrals for specialist services**



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