

# EMERGENCY CONTACTS & INFORMATION



## EMERGENCY SERVICES

**Fire/Ambulance/Police  
Emergencies 000, TTY 106**

**Bush Fire Information Line  
1800 679 737**

**State Emergency Service 132 500**

**Energy Emergency**  
If life threatening call **000**.  
Contact your local distributor.

**Sydney Water 13 20 90**

## HOSPITALS AND MEDICAL HELP

**Blue Mountains Hospital 4784 6500**  
Cnr Great Western Hwy and  
Woodlands Rd, Katoomba

**Springwood Hospital 4784 6500**  
7 Huntley Grange Rd, Springwood

**Lithgow Hospital 6350 2300**  
Cnr Col Drewe Dr and Great Western Hwy,  
Lithgow

**Nepean Hospital 4734 2000**  
Derby St, Kingswood

**Westmead Children's Hospital  
9845 0000**  
Cnr Hawkesbury Rd and Hainsworth St,  
Westmead

**After Hours Health Services**  
afterhourshealth.com.au or contact  
Health Direct **1800 022 222**

**Poisons Information Line 13 11 26**

## CRISIS HELPLINES

**Lifeline 131 114**

**Suicide Call Back Service 1300 659 467**

**Parent Line 1300 130 052**

**Kid's Helpline (Free Call) 1800 551 800**

**Beyond Blue 1300 224 636**

**Domestic Violence Line 1800 656 463**

**1800 RESPECT 1800 737 732** 24-hours

**NSW Rape Crisis Centre 1800 424 017**

**Mental Health Access Line  
1800 011 511**

**Children's Legal Service Hotline  
1800 101 810**

**Health Care Interpreter Service**  
Western Sydney Local Health District  
**9912 3800** (24 hours).

## EMERGENCY RELIEF

**Lifeline Telephone Crisis Support  
13 11 14**

**Mountains Care  
(Emergency Crisis Relief) 4720 6100**

**Gateway Family Services** Blaxland  
**4720 6500**; Katoomba **4782 5326**  
Provides emergency food vouchers  
and financial relief.

**Thrive Services 4782 1555** Subsidised  
food parcels, donated fresh food,  
assistance with utility bills.

**Salvos Connect 1300 371 288**  
For vouchers to assist with financial help  
and purchasing food and clothing.

**Suicide Call Back Service 1300 659 467**  
Operates 24 hours/7 days and the website  
offers video counselling.

## FAMILY SUPPORT SERVICES

Family Support Services can provide  
emergency financial relief, gas and  
electricity vouchers and some food relief.

**Thrive Services 4782 1555**  
thriveservices.org.au

**Gateway Family Services** Blaxland  
**4720 6500**; Katoomba **4782 5326**  
gatewayfamilyservices.org.au

**Family Drug Support** (24 hours)  
**1300 368 186** fds.org.au.

**Western Sydney Family Referral Service  
1300 403 373** relationshipsnsw.org.au

## NEIGHBOURHOOD CENTRES

Neighbourhood Centres provide local  
information, host groups, run courses,  
and provide internet access, low cost  
loans and emergency relief, volunteering  
opportunities and much more.

**Belong Blue Mountains -  
Katoomba Neighbourhood Centre**  
**4782 1117** kncinc.org.au  
8 Station St, Katoomba  
Mondays-Fridays 9am-12.30pm,  
1.30pm-5pm

**Belong Blue Mountains - Lower  
Mountains Neighbourhood Centre**  
**4739 1164** lmnc.org.au  
33 Hope St, Blaxland  
Mondays-Thursdays 9am-4.30pm,  
Fridays 9am-1pm

**Belong Blue Mountains - Mid  
Mountains Neighbourhood Centre**  
**4759 2592** mmnc.org.au 9 New Street,  
Lawson, Mondays-Fridays 9am-4pm

## Blackheath Area Neighbourhood

**Centre 4787 7770** banc.org.au  
Corner Gardiner Cres and Great Western  
Hwy, Blackheath  
Mon-Fri 9.30am-12.30pm,  
1.30pm-4.30pm

**Springwood Neighbourhood Centre  
4751 3033** sncc.org.au

104-108 Macquarie Rd, Springwood  
Mon, Tues, Thurs & Fri 9.30am-4.30pm,  
Wednesdays 9.30am-12.30pm.

**Winmalee Neighbourhood Centre  
4754 4050**

winmaleeneighbourhoodcentre.com.au  
62 Whitecross Rd, Winmalee  
Mondays-Thursdays 8.30am-4pm,  
Fridays 8.30am-1.30pm

The following websites contain  
information relating to bush fire and  
emergency management in NSW:

**NSW Rural Fire Service** rfs.nsw.gov.au

**Fires Near Me NSW** rfs.nsw.gov.au/fire-  
information/fires-near-me

**Fire & Rescue NSW** fire.nsw.gov.au

**NSW State Emergency Service**  
ses.nsw.gov.au

**NSW Office of Emergency Management**  
emergency.nsw.gov.au

**Emergency Management Australia**  
homeaffairs.gov.au/about-us/our-  
portfolios/emergency-management

**Australian Disaster Resilience  
Knowledge Hub**  
knowledge.aidr.org.au

**Office of Environment and Heritage -  
Bushfire Information**  
environment.nsw.gov.au/topics/parks-  
reserves-and-protected-areas/fire

**Bureau of Meteorology (BOM)**  
bom.gov.au

## NEIGHBOURHOOD SAFER PLACES

Are a place of last resort during a bush fire  
emergency. They are to be used when all  
other options in your bush fire survival  
plan can't be put into action safely.

Go to [rfs.nsw.gov.au/plan-and-prepare/  
neighbourhood-safer-places](https://rfs.nsw.gov.au/plan-and-prepare/neighbourhood-safer-places) to get  
more information on Neighbourhood  
Safer Places in the Blue Mountains LGA.

## Katoomba Office

2 Civic Place, Katoomba  
Open 8.30am - 5pm weekdays  
Phone: 02 4780 5000

## Springwood Office

104 Macquarie Road, Springwood  
Open 9am - 5pm weekdays  
Phone: 02 4723 5000

Locked Bag 1005 Katoomba NSW 2780  
Email [council@bmcc.nsw.gov.au](mailto:council@bmcc.nsw.gov.au)

[bmcc.nsw.gov.au](https://bmcc.nsw.gov.au)