

STAY CALM, STAY UPDATED

Important emergency contact information



IF YOUR LIFE IS AT RISK, CALL TRIPLE ZERO (000)

Bush Fire Information Line 1800 679 737

SES: flood, storm and tsunami 132 500

Hazards Near Me NSW



Download the **Hazards Near Me** app on your smartphone or tablet, to stay updated about emergency incidents in your area. Download it from the Apple App Store or Google Play.

ABC Mid North Coast

For emergency broadcast and news:



Taree **756AM**

Port Macquarie and Manning River **95.5FM**

Gloucester **100.9FM**

Port Stephens **95.9FM**

Live Traffic NSW



For updates on local traffic and road closures, download the Live Traffic app or visit www.livetraffic.com.au

Social media



Follow @MidCoastCouncil on Facebook for local updates

Scan for more or visit midcoast.nsw.gov.au/emergency



STAY UPDATED: SUBSCRIBE

Keep on top of the latest projects, improvement works, events, and other initiatives happening across the MidCoast by subscribing to our weekly email newsletter.

News Wrap gives you a 5-minute snapshot of the things you need to know. It's also a great way to be alerted about news specific to your location, and to find out about opportunities for you to have your say.



Scan the QR code or visit our website and subscribe today.

You can also follow us on Facebook and Instagram.

GET INVOLVED: HAVE YOUR SAY

Community input helps us deliver the projects and services that matter most - it supports our decision-making and helps us plan for future projects.

There's usually a wide range of projects and initiatives on exhibition, waiting for your feedback - sometimes it's as simple as completing a quick survey or pinning your ideas on a map.



Head online to see what's currently open, have your say on projects of interest, and register to stay updated as they progress.



CHANGE FOR THE BETTER

We've updated the way we manage your requests, ensuring they reach the right team from the get-go.

See inside for details.

January 2024



OUR NEW REPORT AND REQUEST SYSTEM

We're all ears when you contact us for information, to request a service, or to report an issue, but until now directing your enquiry to the right place for a response has often been challenging.

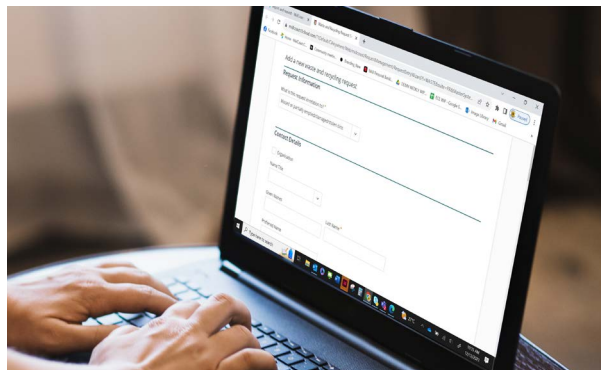
Our new streamlined approach means all requests, no matter where they originate, are placed into a centralised system that automatically identifies which part of Council can assist you.

- Requests can be made by phone, email, in person, or online – they will all be placed into the new Report and Request system
- The information we collect is tailored by request type, making sure we get all the details we need from you, in most cases without having to follow up
- You can choose to receive automatic updates as your enquiry is processed
- You can also track your request at any time, using the tracking number provided at the time of your request

The new system also alerts us in real-time to common issues or enquiries coming through, which means we can act quickly to address them.



Try the new Report and Request system on any device, any time of the day, by scanning the QR code, or ask our friendly customer service team to show you how.



midcoast.nsw.gov.au/Report-and-Request

COMING SOON: BULKY WASTE COLLECTION



Keep an eye out for the Bulky Waste brochure in your letterbox, which provides everything you need to know to get it right.

Right time: Check the collection dates for your zone and place waste out no earlier than one week prior to the start date.

Right stuff: Make sure your bulky waste piles are collected, not rejected, by avoiding our list of prohibited items such as gas bottles, batteries and paint.

Right sort: Metal and whitegoods will be sent for recycling and should be placed in a separate pile to your general and electronic waste.

Right size: For safety reasons there are limits on the volume of waste we can accept, and the weight of individual items.

Right place: Place your waste safely on the kerb, near to where your red and yellow bins usually go – this includes rural residents who use a common collection point. Check to make sure your piles are not obstructing footpaths, driveways or the road.



Refer to the brochure, or head online for more information and to check when the collection will take place in your neighbourhood.

midcoast.nsw.gov.au/BulkyWaste

BACK-TO-SCHOOL ROAD SAFETY

With the new school term starting, make sure you know the rules that are in place to keep our kids safe during school drop-off and pick-up times.

- Slow down to 40km/h when school zone signs and bus lights flash
- Look out for children crossing the road near bus stops, in school zones, and along bus routes
- Give way to buses as they merge back into traffic
- Observe kerbside signs showing where you can and can't stop your car in school zones



SLOW DOWN IN TOWN

Did you know the speed limit in all built-up areas in NSW is 50km / hour?



- The 50km default limit applies 24/7 to all urban roads without a speed sign
- Reduced speed limits still apply in school zones, where roadworks are underway, and in other special areas
- Built-up areas are where there are buildings on the land next to the road, or where there are streetlights along the road

More information: www.transport.nsw.gov.au/roadsafety