



05/03/2025

Dear NCACCH Client,

We hope you are staying safe and well. Cyclone Alfred is currently being closely monitored. As the situation develops, NCACCH has made the decision to cease all operations from 12:00 PM Wednesday, 5 March 2025, with plans to reopen on Monday, 10 March 2025, pending further updates. This decision is to ensure the safety of our clients, staff, and community during this time.

Stay Updated & Prepared

We encourage all community members to review their local disaster preparedness plans and stay updated via the following official resources:

- Sunshine Coast: Disaster Hub
- Gympie: Disaster Dashboard
- Noosa: Disaster Management
- QLD Government: Get Prepared QLD

NCACCH Closures & Service Updates

Birtinya Head Office

- The **Head Office will be closed** from 12:00 PM Wednesday.
- All **referral requests will not be available** until NCACCH reopens.
- If there are disruptions to services with **external brokerage providers**, please contact the service provider directly.

Gympie Family Hub

- The Gympie Family Hub will be **closed from Wednesday, 5 March 2025**, and is scheduled to reopen on **Monday, 10 March 2025**, pending further updates.

Gympie AMS Update

- A **flood watch warning** is in place for the Mary River.
- As a precaution, Gympie AMS will **close from 12:00 PM Wednesday, 5 March 2025**.
- We are currently contacting all clients to reschedule appointments.

Further updates for AMS clients will be sent directly.



Need Assistance?

If you require support during this period, please contact:

Disaster Support & Recovery | Community Support – 1800 173 349 (Available 24/7 for information on relief hubs and disaster support)

Emergency Calls: 000

TTY Emergency Calls: 106

State Emergency Service (SES): 132 500

Queensland Emergency Contacts: Find the list here

NCACCH Emergency Contact:

Sunshine Coast - Sharelle 5346 9887 & Taylor 5346 9888

Gympie - Katrina 5346 9889

We will continue to provide updates as more information becomes available.

Stay safe, and please take all necessary precautions.

Stay informed via the Bureau of Meteorology: www.bom.gov.au

Sharelle Eggmolesse
Chief Executive Officer