



FLOOD RECOVERY INFORMATION

24TH March

This information provides key messages to support communities affected by the severe weather event

DISASTER ASSISTANCE- FINANCIAL ASSISTANCE

For information on all available disaster assistance, please contact the Disaster Customer Care Service at Service NSW on **13 77 88** or online via **service.nsw.gov.au**

Disaster Relief Grant: always-on assistance for eligible applicants in any emergency

The **Disaster Relief Grant** helps people to recover from the effects of a disaster and re-establish a basic standard of living. It is not provided to replace insurance or compensate for losses.

You may be eligible for financial support if the following apply:

- your home (primary place of residence) was damaged by a natural disaster
- you do not have insurance for the damage
- you are a low-income earner with limited financial resources
- it has been less than four (4) months since the disaster.

Phone 13 77 88 and ask about the Disaster Relief Grant administered by Resilience NSW.

This is a NSW Government disaster assistance payment available at any time to eligible individuals or households.

Disaster Recovery Payment: \$1,000 for adults and \$400 for children

The **Disaster Recovery Payment** is a one-off, non-means tested payment of \$1,000 for adults and \$400 for children, who have been seriously injured, lost their homes or whose homes have been directly damaged, or the immediate family members of a person who has lost their life, as a direct result of the storms and floods.

This is an Australian Government disaster assistance payment.

Visit Services Australia at www.servicesaustralia.gov.au/disaster to find out if you are eligible, or phone 180 22 66.

Disaster Recovery Allowance: short-term income support for 13 weeks

The **Disaster Recovery Allowance** provides a short-term income support payment to assist individuals whose income has been affected as a direct result of the storms and floods, for up to 13 weeks.

This is an Australian Government disaster assistance payment.

Visit Services Australia at www.servicesaustralia.gov.au/disaster to find out if you are eligible, or phone 180 22 66.

HELP FOR SMALL BUSINESS

The NSW Small Business Commissioner has support services for small business owners who have suffered direct damage to their assets or loss of income following state-wide flooding.

For information on what supports are available visit www.smallbusiness.nsw.gov.au

Or phone 1300 795 534.

INSURANCE COUNCIL OF AUSTRALIA

The Insurance Council of Australia (ICA) has declared a catastrophe for large parts of NSW following storms and floods.

Under the Catastrophe declaration:

- Claims from affected policyholders will be given priority by insurers
- Claims will be triaged to direct urgent assistance to the worst-affected property owners
- The ICA's disaster hotline has been activated – **1800 734 621** – to assist policyholders if they are uncertain of their insurance details or have general inquiries about the claims process. (Please note: this is not a claims lodgement service.)
- ICA representatives will be mobilised to work with local agencies and services and affected policyholders as soon as emergency services say it is safe to do so
- Insurers will mobilise disaster response specialists to assist affected customers with claims and assessments as soon as emergency services say it is safe to do so
- An industry taskforce has been established to identify and address issues arising from this catastrophe

For advice and guidance phone the ICA hotline on **1800 734 621**.

NSW LAND REGISTRY SERVICES

If you have been affected by the recent floods in NSW and would benefit from access to land and property information from the land titles register, please call our Contact Centre on

1300 396 076 (regional callers) or

(02) 8776 3575 and we can discuss how best to assist you. NSW Land Registry Services will make title searches, replacement Certificates of Title and plan images free for property owners affected by flooding in NSW.

NSW Land Registry Services operates the land titles register on behalf of the NSW Government. This register holds essential information about properties across the state, including about ownership, restrictions on use, title boundaries, plans, and water access and use. Information held on this register is available for landowners to view through land and property information searches.

Free Legal Help

For floods on the Mid North Coast call;

* Mid North Coast Community Legal Centre - **(02) 6580 2111**

* Legal Aid Disaster Response Legal Services - **1800 801 529**

LIVESTOCK AND ANIMAL WELFARE

The Department of Primary Industries (DPI) and Local Land Services (LLS) are providing assistance to landholders and communities with animal welfare-related issues resulting from the floods, including:

- Animal assessment and veterinary assistance
- Stock euthanasia and burial
- Emergency fodder (up to three days supply)
- Emergency stock water (where there is an immediate animal welfare concern) Livestock feeding and management advice
- Care of animals in evacuation centres

Phone the Agricultural and Animal Services Hotline on **1800 814 647**.

<https://www.dpi.nsw.gov.au/climate-and-emergencies/floods/current-situation>

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RURAL ASSISTANCE AUTHORITY NATURAL DISASTER ASSISTANCE

1. Disaster Relief Loans
2. Natural Disaster Transport Subsidy

More information and eligible Local Government Areas:

www.raa.nsw.gov.au/disaster-assistance

or contact NSW Rural Assistance Authority on

1800 678 593

MENTAL HEALTH SUPPORT

The NSW Government recognises the trauma associated with disasters and recognises early treatment can make significant long differences to mental health.

Recovery from disasters takes time and mental health supports will aid the long-term recovery of our impacted communities.

Phone the NSW Mental Health Line at any time on 1800 011 511

Australian Red Cross

Australian Red Cross run a **Register.Find.Reunite** service for people affected by the NSW Floods. This service helps people who have been separated in an emergency to get back in contact with each other. Visit register.redcross.org.au to register your location or to enquire about someone who may be in an area affected by the NSW Floods. Resources of recovering from a major crisis are available in evacuation and recovery centres and online redcross.org.au/self-care and facebook.com/ARCEmergencyServicesNSWACT/

Tax-deductible donations can be made to the Red Cross Disaster Response and Recovery Fund. Donate online at redcross.org.au/disasters or by calling **1800 REDCROSS**.

Disposal of flood waste materials –

If you are insured, please contact your insurance company.

If you are uninsured and unable to dispose of your flood waste please contact Council on 6568 2555.

The EPA has removed the waste levy of \$84.10 per tonne for the disposal of flood related materials **ONLY** at the waste facility.

The normal bulky goods kerbside collection commences in the north of the LGA on 19 April 2021.

Please refer to the MyBin App for specific dates relating to your property or visit www.coffsc Coastwaste.com.au or call Coffs Coast Waste Services Hotline on 1800 264 495. Truck and dog or tipping trailers are currently unable to use the Nambucca Waste Management Facility. Rigid vehicles are permitted.

TELSTRA CUSTOMERS

Disaster Assistance Package

If you have had temporary interruption to your service or more long-term, you could be eligible for Telstra's disaster assistance package.

Eligible mobile customers can access an extra 25GB data for use within 30 days in Australia. You will receive an SMS if you're in an affected area.

To register, call 1800 888 888 or complete an online application

Visit

www.telstra.com/disasterassist

HELP IS AVAILABLE



Please reach out to either Rhiannon (0418 206 748) or Alison (0418 377 430) if you need any assistance accessing supports

Healthy North Coast GP Telehealth



1800 931 158
Free GP Consultations
Phone or Video
24 hours, 7 days

If because of the floods you are not able to get an appointment with your regular GP, you can now book a telehealth appointment 24 hours, 7 days a week.

This service can provide

- Information, advice, diagnosis and treatment
- Prescriptions sent to your local pharmacy
- Medical certificates
- Specialist referrals
- Care summaries provided to patients, regular GP and My Health Record

HEALTHY
NORTH COAST

DONATED GOODS

Please Donate Responsibly

Unrequested donations hinder recovery efforts. Sorting through and distributing unrequested goods is time consuming and takes resources away from the recovery services needed by the community. In partnership with the NSW government, online non-profit GIVIT is managing donations for this recovery.

GIVIT's website givit.org.au is an easy, quick and efficient way of donating directly to people in need without overwhelming charities on the ground. Charities and organisations supporting the people affected will be able to see what you have available and contact you when they know where it needs to go.