

Flood recovery support

Help if you've been affected by storms or floods



For info about the services on this fact sheet call us on **13 77 88** or go to **nsw.gov.au** and search '**emergency financial assistance**'.

Individuals and households

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| Emergency accommodation | <ul style="list-style-type: none">• Available to people whose homes were impacted. Call us, visit nsw.gov.au or your nearest recovery centre. |
| Temporary housing and rental support | <ul style="list-style-type: none">• If your home is uninhabitable, access up to 16 weeks rental support.• Housing pods for people to stay on their land while rebuilding, mobile motor homes in impacted areas. Camping grounds and recreation camps with accommodation, cooking and cleaning facilities are also available.• Tarpaulin assistance from the NSW SES.• Australian Red Cross Housing brokerage services to connect you with private rental companies such as Airbnb and Stayz. |
| Australian Government payments | <ul style="list-style-type: none">• Disaster Recovery Payment is a one-off payment of \$1000 per eligible adult and \$400 per eligible child if your home has been severely damaged or destroyed, or you've been seriously injured. There's 2 additional payments for the Ballina, Byron, Clarence Valley, Kyogle, Lismore, Richmond Valley and Tweed LGAs.• Disaster Recovery Allowance is short-term income assistance (up to 13 weeks) for individuals, small businesses and farmers who've lost income.• New Zealand Disaster Recovery Payment for New Zealanders living in impacted areas.• New Zealand Disaster Recovery Allowance for New Zealanders who have lost income. |
| Clean up assistance | <ul style="list-style-type: none">• Help to remove damaged household contents and other debris from in and around the home, where it prevents safe restoration or access to the home. |
| Property assessment and demolition program (PAD) | <ul style="list-style-type: none">• Free structural assessments, demolition and waste removal for damaged residential, small business or primary production properties. |
| Disaster Relief Grant | <ul style="list-style-type: none">• To help low-income earners with limited financial resources whose home or essential household contents were damaged or destroyed.• You may be eligible if:<ul style="list-style-type: none">– your home (primary place of residence) was damaged by a natural disaster.– you don't have insurance for the damage.– you're a low income earner with limited financial resources– it's been less than 4 months since the disaster. |
| Australian Red Cross grants | <ul style="list-style-type: none">• Bereavement grants of \$20,000 to support senior next-of-kin of those who died as a direct result, and who have immediate needs such as funeral and other related expenses.• A \$500 relief grant per household to help with basic needs such as food, clothing or personal items for people whose primary place of residence was impacted and who are experiencing financial hardship as a result.• Call 1800 733 276 or go to redcross.org.au and search 'grants' for more info. |

For more info call us on **13 77 88** or visit **nsw.gov.au/floods**

Individuals and households

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| Additional Child Care Subsidy | <ul style="list-style-type: none">• Extra help with the cost of approved child care is available if you:<ul style="list-style-type: none">– are eligible for Child Care Subsidy– experienced temporary financial hardship due to an event that happened in the last 6 months, including COVID-19– have a substantially reduced ability to pay child care fees. |
| Replacement ID, licences and personal documents | <ul style="list-style-type: none">• Apply for a replacement if your ID was lost or damaged. |
| Early access to superannuation | <ul style="list-style-type: none">• You may be able to access your superannuation early if you're experiencing financial hardship. Visit Services Australia at servicesaustralia.gov.au and search 'early superannuation'. |
| Help from banks and businesses | <ul style="list-style-type: none">• The Australian Banking Association has a list of contact details for banks providing help for impacted customers at ausbanking.org.au• Contact your bank for mortgage relief and support.• Telcos are also offering relief for small businesses and impacted people. Contact Telstra on 1800 888 888 or telstra.com.au and search 'disaster relief', or Optus on 1800 507 581 or optus.com.au and search 'disaster'.• Contact the Insurance Council of Australia for more info on fast-tracking claims for people in financial hardship at insurancecouncil.com.au and search 'disaster help.' |
| Other support | <ul style="list-style-type: none">• You may be eligible for vehicle registration, licensing fee refunds or waivers.• People, businesses and farmers can claim stamp duty relief on the replacement purchase of privately owned, insured motor vehicles that have been written off.• The Mental Wellbeing package provides ongoing mental health support to people in impacted communities.• Revenue NSW offer a range of options based on your circumstances including extension of payment or lodgement timeframes, lifting of licence or registration sanctions, putting debts on short-term hold and help with hardship applications. Call 1300 650 394.• The National Debt Hotline offers free and confidential financial counselling and resources. Call 1800 007 007.• The Australian Tax Office can help impacted businesses and people with tax or super obligations. Contact 13 28 61 or ato.gov.au• For advice on what to do if your home is lost or damaged, how to rebuild and the rights of landlords and tenants visit nsw.gov.au and search 'flood advice.' |

Information for businesses and primary producers

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| Business support | There is specific information on grants and loans for businesses and primary producers, as well as a guide to recovery from disaster. |
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