

Disaster Relief Grant for individuals

If your home or essential household contents were damaged or destroyed by a natural disaster, you may be eligible for the **Disaster Relief Grant for individuals**. The financial assistance is provided to help people to recover from the effects of a disaster and re-establish a basic standard of living.

Please consider your options carefully, as receiving one grant may mean that you're not eligible for others. If you're not sure about which financial support best suits your situation, call 13 77 88 and speak to a Service Specialist.

Help us assess your application by giving us the right information. Please make sure you have all the documents and photos you need before you start your application.

What you need to provide

Contact details:

- The physical home address of the property that was damaged.
- Your temporary address and contact number.

Proof of income (one or more of the following):

- Centrelink advice letter.
- Income statement or three payslips up to and including the date of the event.
- Evidence of taxable income such as most recent tax return.
- Profit and loss statement for 12 months of earnings or a current income tax assessment (for sole traders and business owners).
- Evidence of income from:
 - superannuation pensions
 - parenting payments or carer payments
 - Veterans' Affairs or workers compensation payments
 - rental property or other investments
 - other income which would otherwise be declared in an annual tax return.
- Shares – valuations.

Verification of home loan repayments or rent:

- Your last normal weekly rent receipt or lease agreement at the time of the event.

- A statement from your lending authority which includes notification of minimum mortgage payments.

Proof of assets:

- A statement from your lending authority/ mortgage documents.
- Council rates notice.
- Utility bills.
- At least three months of bank statements (not transaction records) for all accounts owned by the applicants.

Insurance details (if applicable):

- Policy numbers.
- Insurance company letters or emails with confirmation of damage.

Note: we may contact you if additional information to support your application is required.

Categories of support

The grants assist low-income residents who have no other means of restoring their homes to a safe and habitable condition following a disaster event. Assistance falls into two categories:

- 1. Essential Household Contents Grants** to assist with the cost of re-establishing essential household items considered necessary to maintain a basic standard of living.
- 2. Structural Grants** as a contribution toward

essential structural repairs to homes for households unable to meet the cost of repairs. The Structural Repair Grants are commonly delivered in the form of either grants to contribute toward essential structural repairs to homes or full rebuilds of property which has been rendered uninhabitable, this work may be carried out by a contractor engaged by Resilience NSW or Public Works.

Temporary dwellings

If the natural disaster event has caused damage to a temporary dwelling, assistance provided will depend on the type of temporary dwelling. This includes support for people living in caravans, houseboats and relocatable homes, and rough sleepers.

Eligibility

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

- Your primary place of residence was damaged by a natural disaster.
- You do not have insurance for the damage or your insurance doesn't cover the damage caused during this natural disaster.
- You are a low-income earner with limited financial resources after tax, mortgage or rent have been deducted.
- It has been less than four months since the disaster.

If there are multiple individuals living at one address, such as a share-house arrangement, each individual must make their own application covering only those items which belong to them. The items must be considered necessary to maintain a basic standard of living.

You may not be eligible if any of the following apply:

- Lack of maintenance has caused or impacted the damage, such as poor roof maintenance.
- The damage is cosmetic and not essential to living in a safe and habitable home.

The application process

1. Phone 13 77 88 to discuss if you may be eligible for the Disaster Relief Grant administered by Resilience NSW.

Call 13 77 88

2. If eligible, we will send you an application form and factsheet to allow further assessment. This will be sent to your nominated email or mailing address.
3. Gather the extra information and documents you will need to provide.
4. Submit your application with the extra information and documents. Your application can be made up to six months after the disaster.
5. We will let you know when we receive your application, give you a case number and advise if you need to supply any other documents.
6. We will check your application and talk to the agencies you have named on your behalf. By signing and submitting your application you are giving us permission to do so.
7. We will arrange to visit your home and inspect the damage before making a final assessment of your application.
8. We will write to you to tell you the outcome of your application.

After you have submitted your application

We will assess your application as quickly as possible. Sometimes the size and property damage caused by a disaster means it can take time to assess your damage, but we will keep you informed of what you can do to assist us and how we're progressing. We will write to you and share the outcome and next steps following our assessment.

For more information call 1300 069 550.

How to appeal

You may appeal the decision if your claim has been declined if you have additional information that supports your claim. Appeals must be lodged within one month and addressed to:

Disaster Relief Grants
Resilience NSW
GPO Box 5434
Sydney NSW 2001

nsw.gov.au/floods