June and July 2022 Flood Recovery Back Home Grant

NSW GOVERNMENT

If your home has been damaged by the June and July 2022 storms and floods, you may be eligible for a one-off payment to help cover the costs of restoring your property to a habitable condition or replacing essential household items.

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:

- ☐ A MyServiceNSW Account – you can create one when you start your application.
- ☐ Your name, email address and phone number.
- ☐ Your proof of identity.
- ☐ Your Australian bank account details for payment.
- ☐ Your status in relation to the damaged property (owner-occupier, owner-investor or tenant).
- ☐ Photo evidence (maximum file size 4MB) of the direct damage to the inside and outside of your property (house, apartment or moveable dwelling such as caravan, motorhome, relocatable home, cabin or shipping container).
- ☐ 2 documents issued after 27 February 2022 that show the address of the impacted property:
  - council rates notice (if you own the property) from the financial years 2020-21 or 2021-22
  - a copy of the current lease agreement (if you rent the property) or a screenshot from the Rental Bond Database showing the details of the relevant lease
  - utility bill (LPG deliveries included)
  - vehicle registration notice
  - letter from Centrelink, the Australian Tax Office, Service NSW or Transport for NSW.

Proof of identity

2 proof of identity documents are required. They may include:

- ☐ Australian driver licence
- ☐ Medicare card
- ☐ Australian passport
- ☐ Australian birth certificate
- ☐ Australian travel visa
- ☐ Australian citizenship certificate
- ☐ Australian certificate of registration by descent
- ☐ Australian ImmiCard.

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

About this grant

Payments are available as follows:

- $20,000 for owner-occupiers to repair or replace essential household items and/or restore housing to a habitable condition
- $15,000 for owner-investors to restore housing to a habitable condition
- $5,000 for tenants to repair or replace essential household items or relocate these items to a new residential property.

You must declare the information provided in your application is true and correct. Penalties may apply for false or misleading information. Where false or misleading information is provided, applications may be referred to law enforcement. Read the guidelines before you apply. Visit service.nsw.gov.au and search 'flood recovery grant guidelines'.

Applications close on 5 August 2023.

Eligibility

You're eligible to apply if you're:

- An owner of, or a tenant that lives in (or lived in at the time of the floods), a damaged property located within a suburb of the following highly impacted local government areas: Blacktown, Camden, Canterbury-Bankstown, Central Coast, Cessnock, Fairfield, Hawkesbury, Hornsby, Liverpool, Maitland, Mid Coast, Penrith, Port Stephens, Singleton, Sutherland, The Hills and Wollongong.
- Unable to claim the costs of restoring the damaged property to a habitable condition or replacing essential household contents under an insurance policy, including if you're:
  - uninsured for severe weather and/or flood damage;
  - insured for severe weather and/or flood damage but do not have sufficient funding from your insurance claim; or
  - unable to claim for severe weather and/or flood damage.
- Ineligible for other, more comprehensive support measures available for those on low incomes and with limited assets.

Note: You may also be eligible if you can't access your home because of damage to your driveway or backyard.

You're **not** eligible to apply if:

- You've already received the **Disaster Relief Grant for individuals** for structural repairs or to replace essential household items.
- Your insurance covers you completely for structural repairs or to replace essential household items.

Eligible properties

Only 1 application per residential property will be accepted.

- Where a property is leased, tenants may apply for $5,000 to replace essential household items and owner-investors may apply for $15,000 for essential structural repairs.
- If your home is a movable dwelling, such as caravan, motorhome or relocatable home, you'll need to have an eligible property address to apply.

Eligible payment uses

Payments may be used to:

- Replace or repair whitegoods, kitchen and household appliances, household laundry and cleaning equipment, cooking utensils, essential personal communications devices, furniture and bedding.
- Restore or replace damaged roofing, flooring, walls, fittings and fixtures.
- Inspect and reconnect damaged utilities, including necessary replacement or repairs to electrical, gas, water, hot water and sewerage equipment.

Payments **cannot** be used to:

- Build new infrastructure which did not exist prior to the floods.
- Tailor temporary accommodation pods/modules funded by the NSW Government.
- Replace or repair essential household items not stored or located at the eligible property.
- Replace or repair damaged items that are used for business or commercial purposes.
- Cover booking or rental costs for temporary or short-term accommodation or leasing of a new property.

Auditing requirements

You may be audited in the future, so you'll need to keep all documentary evidence related to your application for 2 years (until 5 August 2024). You may also need to demonstrate that you're unable to claim the costs of restoring your damaged property to a habitable condition or replacing essential household contents under an insurance policy.

How to apply

Check you meet the eligibility criteria and have your documentation and evidence ready.

You can either:

1. Apply at **service.nsw.gov.au** and search for 'flood recovery back home grant'. You'll need to log in or create your **MyServiceNSW Account.**
2. Or call **13 77 88.**

Refer to the guidelines for a comprehensive list of eligible essential household items and structural repairs. Visit service.nsw.gov.au and search 'flood recovery grant guidelines'.