

# At-home caravan program



The NSW Government is working to ensure anyone in the Northern Rivers impacted by the 2022 floods can access temporary housing. Temporary housing provides a safe and secure home while people affected by floods continue with their recovery.

## At-home caravan program

At-home caravans are offered to residents in certain areas who are unable to live in their homes due to flood damage.

Residents in Ballina, Byron, Lismore, Richmond Valley and Tweed Shire are able to register for the program. Eligibility will depend on the suitability of the property to confirm it can safely accommodate a caravan.

### I was living in a rental property, am I eligible for the At-home caravan program?

Yes, renters are eligible for the At-home caravan program provided there is permission from the landowner to place the caravan on the property.

### I have pets, are they allowed in the caravan?

Yes, pets are allowed to stay with you in the caravan. We will work with you to ensure you can access a pet friendly caravan option.

### I have a large family, is there a caravan big enough for us?

Yes, when submitting your At-home caravan application, you will be asked who will be living in the caravan. Depending on the size of your family and availability of caravans, you may be eligible for multiple caravans.

### How long do I have the caravan for?

The caravan will be provided on a six month hire agreement. The hire agreement can be extended depending on housing needs. The team at Camplify will be in touch to discuss extensions where relevant.

### Do I have to pay for the caravan?

The NSW Government will pay the rental and any other associated fees for the caravan hire to Camplify on your behalf. The caravan will be delivered and set-up on site by the owner (including connection to power and water at the property) at no additional cost. You are responsible for service costs through your regular property connections (such as water, electricity, sewage, etc.).

### What happens if I or someone else damages the caravan?

A pre-hire condition report is completed upon delivery and installation of your caravan. This report is used at the end of your hire period to determine if any damage has occurred.



If you have questions about your caravan during the hire period, contact your caravan owner or Camplify on **1300 416 133**.

For more information or to find your local Recovery Support Service, please visit [nsw.gov.au/floods/local-information/flood-recovery-map](https://nsw.gov.au/floods/local-information/flood-recovery-map) or scan the QR code. You can also email [caravans@resilience.nsw.gov.au](mailto:caravans@resilience.nsw.gov.au)

