



**You have a problem.**

**The 2022 floods.**





You have a problem.



It may be you think

- we say the wrong things about your home
- we are rude to you.

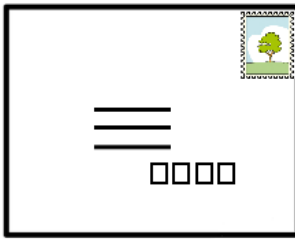


It may be you do **not** understand this program.



You can talk to your case manager.

Or



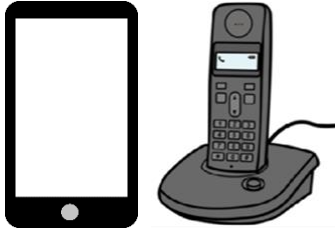
You can tell us. It **must** be in

- a letter

or

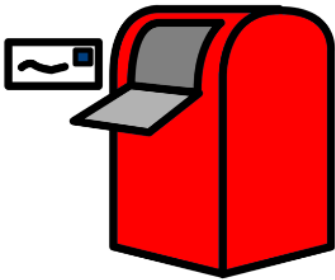


- an email.



We can give some help.

Call 1800 844 085.



Send your letter to  
The Resilient Homes Program  
120 Dalley Street  
East Lismore NSW 2480.

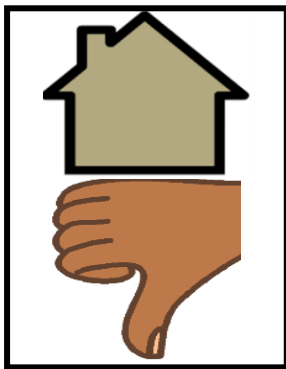
Or



Send your email to  
[resilienthomesprogram@nrrc.nsw.gov.au](mailto:resilienthomesprogram@nrrc.nsw.gov.au)



**It may be a different problem**



It may be you do **not** like the plan.

**Or**

You do **not** agree to things in the plan.

**Or**



We say you can **not** get a plan.



Read

**You need more help**




Read

**You want a new plan.**



**There is still a problem**

 **Ombudsman** Talk to the NSW Ombudsman.  
New South Wales



Call 1800 451 524.



Email [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)