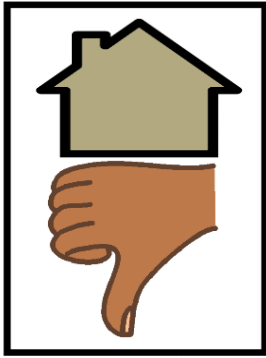


**You want a new plan.**

**We call it an appeal.**

**The 2022 floods.**

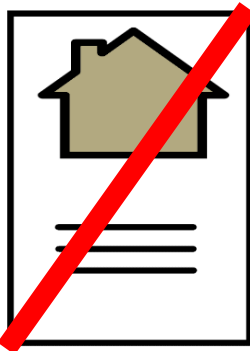


It may be you do **not** like your plan.

Or

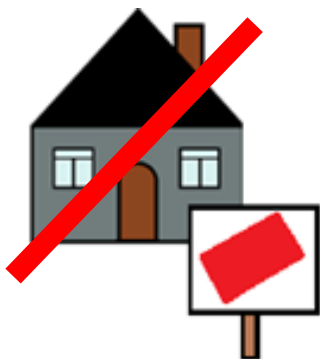
You do **not** agree to things in your plan.

Or



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

Or



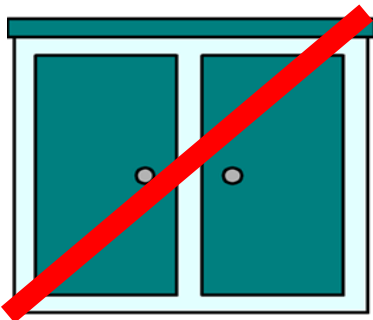
We can **not** buy your house.



Your plan may say

- we can **not** lift your home

or



- we can fix some things in your home
- we can **not** fix things in your home.



Your plan may say we will buy your home.

**But**



You do **not** like the price we say.

You think the price is more.

**Or**



You do **not** want to sell your home.



It may be there are other things we need to know.

Like you have a disability.



It may be a different disability. Like

- you are Deaf.
- it is hard to see.

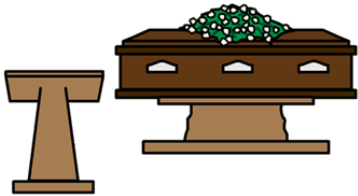
Your plan will **not** be good for you.



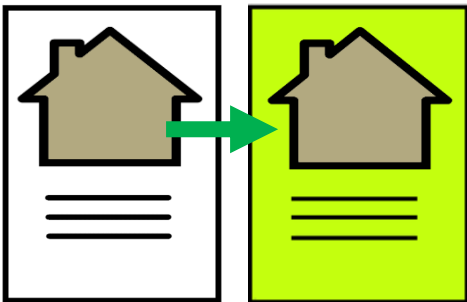
It may be you are sick. It is all the time.



It may be you are old.



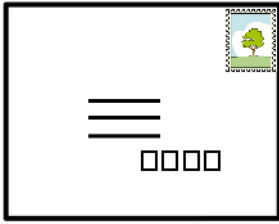
It may be the person you live with has died.



You want a new plan. We call it an appeal.



You can talk to your case manager.



You **must** write to us in

- a letter

or



- an email.



We can give some help.

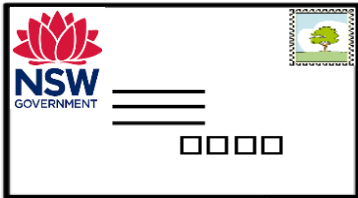
Call            1800 844 085.



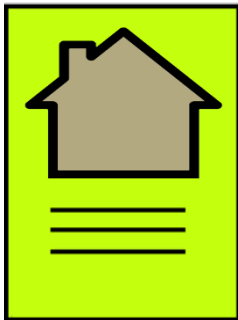
Email    [resilienthomesprogram@nrrc.nsw.gov.au](mailto:resilienthomesprogram@nrrc.nsw.gov.au)



We will read your story.



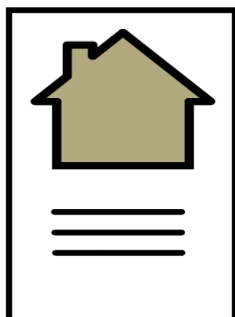
We will write you a letter.



It will tell you

- you have a new plan

or



- your plan stays the same.





## You want to know more



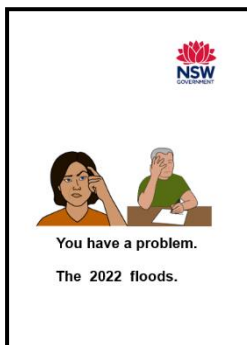
Read

**What we will do**



Read

**You need more help**



Read

**You have a problem.**