

Flood recovery and support

Department of Customer Service

Stakeholder communication toolkit

13 August 2022 update

Purpose of this toolkit



This updated toolkit has been developed to help you communicate important information to your networks and communities impacted by severe weather and floods.

Stay up to date about flood recovery and support by visiting nsw.gov.au

The toolkit is divided into three sections, containing the latest information on:

- [February-March 2022 storms and floods](#)
- [June-July 2022 storms and floods](#)
- [Support for all communities affected by floods.](#)

Other important health and safety information:

- [Flood warnings, alerts and advice via NSW State Emergency Service](#)
- [Maintaining health during and after floods and storms](#)
- [Mental, emotional and trauma support](#)
- [Road closures via livetraffic.com](#) (132 701)
- Free translation and interpreter 24-hour helpline [TIS National](#) 131 450.

Quick links to grants and support information:

- [Disaster declared LGAs and Disaster Assistance Finder](#)
- [Financial assistance](#)
- Accommodation: [Emergency accommodation](#), [Rental support assistance](#), [Temporary housing](#) and [cleaning up after floods](#)
- [Guide for small business and business assistance](#)
- [Apply for business grants](#)
- [Apply for primary producer grants](#) and [Special Disaster Grants](#)
- [Bundjalung Community Flood Relief - by Koori Mail](#)
- [School safety updates](#) and [flood recovery](#)
- [Alerts for NSW National Parks](#)

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June-July 2022 storms and floods

June-July 2022 storm and flood support: newsletter/web copy



As our communities recover from the impacts of extreme weather and floods, it is important to know what support is available:

- **Support for individuals:** Individuals impacted by June-July 2022 severe weather and floods in eligible local government areas can apply for a range of grants and payments. To check what support best suits you, use the Disaster Assistance Finder.
- **Support for Aboriginal People.** The Disaster Assistance Finder now enables people to identify themselves as Aboriginal or Torres Strait Islander and find out about relevant support and services.
- **Support for business:** Find out about the financial packages and support available to businesses recovering from a natural disaster. A Service NSW Business Concierge can help you prepare any application for flood grants.
- **Rebuilding and repairing your property:** Some low impact works can be carried out in natural disaster areas without the need for development approval – visit the temporary rebuilding works page and find out who can help you clean up.
- **Emotional and trauma support.** Learn about available support and how to look after your own and your loved ones' wellbeing after a natural disaster.
- **Remember that COVID-19 remains in the community.** Where possible stay COVID safe. If you feel unwell, wear a mask and seek medical advice as soon as possible. If you are self-isolating due to COVID-19 and can't remain in your home, try to stay with vaccinated family or friends, or at a hotel if possible. If you can't find accommodation, you can go to a recovery centre and alert staff immediately.

June-July 2022 storm and flood support: fact sheets



June and July 2022 rental support payment fact sheet

June and July 2022 back home grant fact sheet

June and July 2022 Flood recovery rental support payment



The **Flood recovery rental support payment** helps NSW residents in highly impacted suburbs who are unable to live in their home due to the June and July 2022 storms and floods.

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.

The one-off payment is to help pay for short-term accommodation bookings:

- made on or after 27 June 2022
- that are 14 nights or more.

The payment is based on the number of people who normally live in your home who need short-term accommodation:

- 1 person – \$6,000
- 2 people – \$7,200
- 3 people – \$9,200
- 4 people – \$12,400
- 5 people – \$15,200
- 6 people – \$18,000

If you have more than 6 people in your household, the payment will increase by \$2,800 for each additional person.

- 1 person from each household can apply.

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 (see below).
- ☐ Photographic evidence (maximum file size 4MB) that clearly shows the extent of damage to the inside and outside of your property and that it's unlivable.

- ☐ The number of people in your household who need short-term accommodation.
- ☐ Evidence of your temporary accommodation booking.
- ☐ Your Australian bank account details for payment.
- ☐ Proof of residential address – you will need 1 document issued between 27 June 2021 and 27 June 2022 that shows the address of the impacted property.

Documents may be:

- ☐ council rates notice (if you own and live in the property)
- ☐ copy of the current rental agreement (if you rent the property)
- ☐ utility bill (including LPG gas delivery)
- ☐ vehicle registration notice
- ☐ letter from Centrelink, the Australian Tax Office, Service NSW or Transport for NSW.

Note: If your household has previously received the flood recovery rental support payment, you may also be required to supply evidence of that temporary accommodation booking.

Information continues on page 2.

Call 13 77 88

nsw.gov.au/floods

[Download fact sheet](#)

June and July 2022 Flood Recovery Back Home Grant



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.

Call 13 77 88

nsw.gov.au/floods

[Download fact sheet](#)

June-July 2022 storm and flood support: social content

[Click here to download social tile](#)



Translations available in: [Arabic](#), [Chinese – Simplified](#), [Chinese – Traditional](#), [English](#), [Filipino](#), [Italian](#), [Macedonian](#), [Maltese](#), [Punjabi](#)

[Click here to download social tile](#)



Post: Residents impacted by the June-July floods can now apply for Rental Support Payments to help meet the cost of temporary accommodation, and Back Home Grants to help with household repair costs. Visit service.nsw.gov.au

Post: Health risks don't subside with floodwaters. Ensure you know how to return to your property safely. Disaster assistance is available from Service NSW by calling 13 77 88 or via nsw.gov.au

June-July 2022 storm and flood support: social content

[Click here to download social tile](#)



Post: As the communities continue the clean-up, recovery services have been established in flood-impacted areas. Specialist teams from government and non-government are ready to offer face-to-face support on crucial flood recovery matters, including:

- Accommodation advice
- Clean up advice
- Business support
- Financial assistance
- Mental health support
- Community services
- Legal and insurance guidance

To find your closest Recovery Centre or Recovery Assistance Point, visit nsw.gov.au/floods.

For additional flood support and information, call Service NSW on 13 77 88 or visit service.nsw.gov.au/floods.

June-July 2022 storm and flood support: social content

[Click here to download social tile](#)



Post: This is not your normal kerbside clean-up. Please take care around waste that has been in contact with flood water. Flood water and flood mud are often contaminated and can pose a health risk.

If you are putting flood-damaged items out for collection, please make sure you wear suitable protective clothing.

If you see flood damaged items on the kerbside, please stay clear of them, as they are simply not safe to handle or use anymore.

Read up on [NSW Health's](https://www.health.nsw.gov.au) advice on how to clean up safely after a flood or storm: [health.nsw.gov.au](https://www.health.nsw.gov.au)

Photo credit: Hawkesbury City Council

June-July 2022 storm and flood support: social content

[Click here to download social tile](#)



Post: Flood mud is not only messy and sticky, but can also be very smelly and full of hazardous contaminants, such as disease-causing bacteria, fungi and viruses.

It's best to avoid all unnecessary contact with mud and floodwaters when cleaning up flood-affected properties.

Remember to always protect yourself by wearing appropriate clothing, including gloves and eye protection.

NSW Health has some great tips on how to stay healthy during and after floods and storms, including cleaning up in and around the house: health.nsw.gov.au

Photo credit: NSW Rural Fire Service

June-July 2022 storm and flood support: video to share

Live Facebook video to share



Sunday wrap up ❤️ What a busy few weeks it's been for NSW SES members with 10,084 requests for assistance, 481 flood rescues and 170 evacuation orders &...

 **NSW SES** ✓

17 July at 18:52 · 🌐

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Sunday wrap up ❤️

What a busy few weeks it's been for NSW SES members with 10,084 requests for assistance, 481 flood rescues and 170 evacuation orders & warnings affecting over 100,000 people. During this time, they've also performed medical evacuations, supply deliveries, people transport and emergency services transport!

Thank you to the inter-agencies and interstate SES members who supported us in keeping the communities safe throughout this weather event. We would also like to thank the community for responding to warnings and evacuations.

For more information on recovery & clean up after a flood visit <https://www.ses.nsw.gov.au/>

#NSWSES #stateemergencyservice #floodrescue #floodnsw

June-July 2022 storm and flood support: mould social content

[Click here to download social tile](#)



Post: After heavy rain or flooding you may find mould in your home.

If you decide to remove mould yourself, open windows where possible - and wear rubber gloves, eye protection, suitable shoes and a face mask before cleaning.

- To clean mouldy surfaces, use mild detergent or vinegar mixed with water (4 parts vinegar to 1 part water).
- For stubborn mould, use bleach mixed with water (250ml of bleach in 4 litres of water).
- Carpet may need to be professionally cleaned or replaced.

More info: health.nsw.gov.au

June-July 2022 storm and flood support: mould social content

[Click here to download social tile](#)



Post: After heavy rain or flooding you may find mould in your home if items are not completely dried. Mould can look like a stain, smudge or small spots. Most common moulds are black, green or white. All moulds have the potential to cause health problems.

If you decide to remove mould yourself, open windows where possible - and wear rubber gloves, eye protection, suitable shoes and a face mask before cleaning.

- To clean mouldy surfaces, use mild detergent or vinegar mixed with water (4 parts vinegar to 1 part water).
- For stubborn mould, use bleach mixed with water (250ml of bleach in 4 litres of water).
- Carpet may need to be professionally cleaned or replaced.

More info: health.nsw.gov.au

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February-March 2022 storms and floods

Feb-March 2022 storm and flood support: newsletter/web copy



As our communities recover from the impacts of extreme weather and floods, it is important to know what support is available:

- **Flood grant support sessions**: The NSW Government is holding grant support session for residents, businesses and primary producers affected by storms and floods. The sessions will be held from 15-16 August in Kingscliff and 18-19 August in Murwillumbah. [Book a session](#) to discuss a new or existing grant application and [read these useful tips](#) to help your grant application be processed quickly.
- **Northern Rivers council rate relief**: Residents, commercial and primary producer ratepayers in the flood-impacted Northern Rivers regions are now eligible for one-off council rates relief. If you meet the [eligibility criteria](#), your rate payments will be automatically covered by the NSW Government.
- **Extension to the at-home caravans program**: Residents of Woodburn and the Byron Shire who cannot return to their flood-damaged homes can access temporary accommodation via an “at-home caravan” on their property at no cost under a six-month hire agreement. The program has been extended to additional areas of Byron Shire, offering residents a transition option while they rebuild or repair their homes. [Find out more and if you are eligible](#).
- **Accommodation support**: If flooding has made your home unlivable, you can access emergency accommodation by visiting your nearest recovery centre and applying for the [Back Home Grant](#) or [Flood Recovery Rental Support](#) payment.
- **Rebuilding and repairing your property**: Some low impact works can be carried out in natural disaster areas without the need for development approval – visit the [temporary rebuilding works page](#) to find out more. [Find out who can help you clean up](#), including the [Flood Property Assessment Program](#).
- **Support for individuals**: Individuals impacted by the Feb-March severe weather and floods are eligible for a [range of grants and payments](#). To check what support best suits you, use the [Disaster Assistance Finder](#).
- **Support for business**: Businesses are eligible for grants including the [Northern Rivers Medium Size Business Grant](#) (21-199 staff), the [Storm and Flood Disaster Recovery Small Business Grant](#) and the [\\$10,000 Small Business Northern Flood Grant](#). Complete a [2-minute questionnaire](#) to see what grants you may be eligible for. A [Service NSW Business Concierge](#) can help you prepare any application for flood grants.
- **Support for primary producers**: Primary producers may be eligible for grants including the [\\$75,000 Special Disaster Grant](#), the [\\$25,000 Rural Landholder Grant](#) and/or [concessional loans](#) via the NSW Rural Assistance Authority (1800 678 593).

Feb-March 2022 storm and flood support: fact sheets



February and March 2022 rental support payment fact sheet

February and March 2022 back home grant fact sheet

February and March 2022 Flood recovery rental support payment



The **Flood recovery rental support payment** helps NSW residents in highly impacted suburbs who are unable to live in their home due to the February and March 2022 storms and floods.

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.

The one-off payment is to help pay for short-term accommodation bookings:

- made on or after 22 February 2022
- that are 14 nights or more.

The payment is based on the number of people who normally live in your home who need short-term accommodation:

- 1 person – \$6,000
- 2 people – \$7,200
- 3 people – \$9,200
- 4 people – \$12,400
- 5 people – \$15,200
- 6 people – \$18,000

If you have more than 6 people in your household, the payment will increase by \$2,800 for each additional person.

- 1 person from each household can apply.

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 (see below).
- ☐ Photographic evidence (maximum file size 4MB) that clearly shows the extent of damage to the inside and outside of your property and that it's unlivable.

- ☐ The number of people in your household who need short-term accommodation.
- ☐ Evidence of your temporary accommodation booking.

- ☐ Your Australian bank account details for payment.

- ☐ Proof of residential address – you will need 1 document issued between 22 February 2021 and 22 February 2022 that shows the address of the impacted property.

Documents may be:

- ☐ council rates notice (if you own and live in the property)
- ☐ copy of the current rental agreement (if you rent the property)
- ☐ utility bill (including LPG gas delivery)
- ☐ vehicle registration notice
- ☐ letter from Centrelink, the Australian Tax Office, Service NSW or Transport for NSW.

Call 13 77 88

nsw.gov.au/floods

[Download fact sheet](#)

February and March 2022 Flood Recovery Back Home Grant



If your home has been damaged by the February and March 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 22 October 2021 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.

- ☐ 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 20 April 2023.

Proof of identity

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

Call 13 77 88

nsw.gov.au/floods

[Download fact sheet](#)

Flood grant support sessions: Kingscliff

[Click here to download social tile](#)



Post: Need help with your grant application? Make a booking with one of our specialists trained with knowledge of flood grants at www.nsw.gov.au/floods or call Service NSW on 13 77 88.

Flood grants support sessions in Kingscliff – where and when

[Download poster](#)



Flood grant support sessions: Murwillumbah



[Click here to download social tile](#)



Post: Need help with your grant application? Make a booking with one of our specialists trained with knowledge of flood grants at nsw.gov.au/floods or call Service NSW on 13 77 88.

Flood grants support sessions in Murwillumbah – where and when

[Download poster](#)



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Support for all communities affected by
floods (February-March and June-July 2022)

Storm and flood support: fact sheets

Flood recovery support – farmers and primary producers fact sheet

Flood recovery support

Help if you've been affected by storms or floods



Farmers and primary producers

Disaster Assistance Finder	<ul style="list-style-type: none">The easy to use Disaster Assistance Finder will help you find the support available for your specific circumstances.You can now identify yourself as Aboriginal or Torres Strait Islander to find out about relevant support and services. Visit disasterassistance.service.nsw.gov.au
Special Disaster Grants	<ul style="list-style-type: none">Grants of up to \$75,000 for primary producers to help with clean-up, recovery and repair costs. To apply go to raa.nsw.gov.au and search 'Special Disaster Grants'.
Rural Landholder Grants	<ul style="list-style-type: none">Up to \$25,000 to help landholders and oyster farmers with clean-up, damages or losses.Available to landholders and oyster farmers who aren't eligible under existing flood support programs. To apply go to raa.nsw.gov.au and search 'Rural Landholder Grants'.
Northern Rivers business flood support	<ul style="list-style-type: none">Support for major employers in the region to recover and retain skilled jobs in local communities. For more information visit regional.nsw.gov.au and search 'Northern Rivers support'.
Flood Property Assessment Program	<ul style="list-style-type: none">Free structural assessments for damaged residential, small business or primary production properties.
Agricultural advice	<ul style="list-style-type: none">For livestock animal assessments, veterinary support and agricultural advice, please call Local Land Services on 1300 795 299 or visit lls.nsw.gov.au and search 'flood recovery'.
Rural Recovery Support Services	<ul style="list-style-type: none">Recovery support for primary producers and rural landholders, preparing grant applications and connecting with industry experts. Visit dpl.nsw.gov.au and search 'rural recovery'.
Mental health support	<ul style="list-style-type: none">You can call Lifeline on 13 11 14 for mental health support 24 hours a day, 7 days a week, or visit lifeline.org.au
Clean-up assistance	<ul style="list-style-type: none">Help for households and businesses in disaster-declared LGAs to clear debris from inside and around their property, if it prevents safe restoration or access.For more info visit nsw.gov.au and search 'clean-up advice'.
Disaster Response Legal Service NSW	<ul style="list-style-type: none">Help with tenancy issues, employment and knowing your rights at work, financial hardship, unpaid fines, Centrelink and other everyday legal problems following a disaster.
Natural Disaster Transport Subsidy (up to \$15,000)	<ul style="list-style-type: none">Available to farmers to cover costs of transporting fodder/water to an affected property, or stock to sale or slaughter. To apply go to raa.nsw.gov.au and search 'Natural Disaster Transport Subsidy'.
Disaster Relief Loans (up to \$130,000)	<ul style="list-style-type: none">For continuity of farm business for primary producers, and to replace and repair damage not covered by insurance.To apply go to raa.nsw.gov.au and search 'Disaster Relief Loans Primary Producer'.


For more info visit nsw.gov.au and search 'floods support farmers' or call us on 13 77 88.

Current as of 05/08/22

[Download fact sheet](#)

Disaster relief grant for individuals fact sheet

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

Call 13 77 88 nsw.gov.au/floods

[Download fact sheet](#)


Storm and flood support: fact sheets

Flood recovery support – business and not-for-profits fact sheet

[Download fact sheet](#)

Flood recovery support

Help if you've been affected by storms or floods



Businesses and not-for-profits

Personalised support	<ul style="list-style-type: none">• For help including finding out what support is available to your business, contact a Business Concierge. Visit service.nsw.gov.au or call 13 77 88.• For tailored advice including developing a recovery strategy, accessing financial support and connecting with local professional services, book an appointment with a Business Connect advisor. Visit service.nsw.gov.au or call 13 77 88.
Disaster Assistance Finder	<ul style="list-style-type: none">• The easy to use Disaster Assistance Finder will help you find the support available for your specific circumstances.• You can now identify yourself as Aboriginal or Torres Strait Islander to find out about relevant support and services.• Visit disasterassistance.service.nsw.gov.au
Storm and flood disaster recovery small business grant	<ul style="list-style-type: none">• Up to \$50,000 to help eligible small businesses or not-for-profits with the costs of clean-up and resuming their operations.
Northern Rivers business flood support	<ul style="list-style-type: none">• \$10,000 for eligible small businesses or not-for-profits that experienced a decline in turnover of 40% or more during the entire month of March 2022 compared to March 2021 or March 2020.• Up to \$200,000 for medium-sized businesses with 21 to 199 employees to help with clean-up, essential repairs and replacements not covered by insurance.
Flood Property Assessment Program	<ul style="list-style-type: none">• Free structural assessments for damaged residential, small business or primary production properties.
Clean-up assistance	<ul style="list-style-type: none">• Help for businesses in disaster-declared LGAs to clear debris from inside and around their property, if it prevents safe restoration or access.
Disaster Relief Loans	<ul style="list-style-type: none">• Up to \$130,000 for eligible small businesses.• Up to \$25,000 for eligible not-for-profits.• Up to \$10,000 for eligible sporting clubs.
Immediate tax relief	<ul style="list-style-type: none">• Extra time for businesses to meet upcoming activity statement obligations. For more information visit ato.gov.au and search 'flood support'.
Help from banks	<ul style="list-style-type: none">• Options for businesses to defer loan repayments for up to 3 months.• The Australian Banking Association has a list of contact details for banks providing help for impacted customers at ausbanking.org.au• Contact your bank to see what support is available.
Insurance Council of Australia	<ul style="list-style-type: none">• Visit the Insurance Council of Australia at insurancecouncil.com.au for information on the insurance claims process and support available.
Disaster Response Legal Service NSW	<ul style="list-style-type: none">• Help with tenancy issues, employment and knowing your rights at work, financial hardship, unpaid fines, Centrelink and other everyday legal problems following a disaster. Visit disasterhelp.legalaid.nsw.gov.au or call 1800 801 529.

For more info visit nsw.gov.au and search 'floods support business' or call us on 13 77 88.

Storm and flood support: posters

NSW Government support A3 poster



Have you been affected by recent storms and floods?

The NSW Government can help you with information and support:

- Recovery centres
- Emergency accommodation
- Clean-up assistance
- Financial assistance
- Business grants
- Mental health support
- Replacement ID and personal documents
- Support for farmers and primary producers

Help for your business
Speak to a Service NSW Business Concierge or register for a call back

Road closures and traffic conditions
Real time information and notifications for your trip. Download the app or visit live.traffic.com.au

SES advice
For emergency flood help call 132 500

For emergency flood help call 132 500
Find your nearest Recovery Centre for face to face help

nsw.gov.au/floods or call Service NSW on 13 77 88

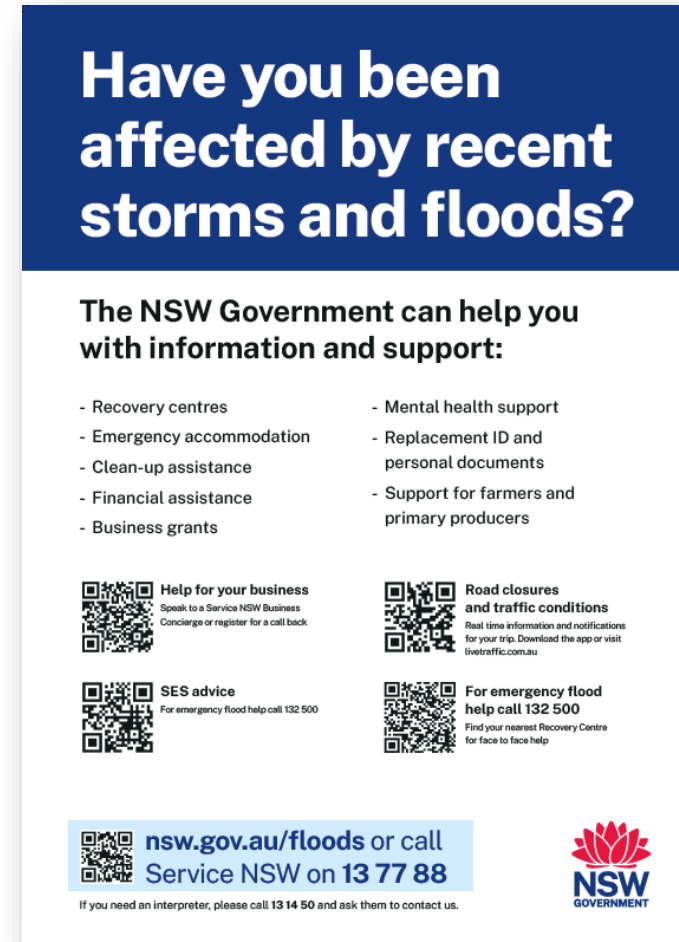
If you need an interpreter, please call 13 14 50 and ask them to contact us.



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NSW Government support A4 poster



Have you been affected by recent storms and floods?

The NSW Government can help you with information and support:

- Recovery centres
- Emergency accommodation
- Clean-up assistance
- Financial assistance
- Business grants
- Mental health support
- Replacement ID and personal documents
- Support for farmers and primary producers

Help for your business
Speak to a Service NSW Business Concierge or register for a call back


Road closures and traffic conditions
Real time information and notifications for your trip. Download the app or visit live.traffic.com.au

SES advice
For emergency flood help call 132 500

For emergency flood help call 132 500
Find your nearest Recovery Centre for face to face help

nsw.gov.au/floods or call Service NSW on 13 77 88

If you need an interpreter, please call 13 14 50 and ask them to contact us.



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Storm and flood support: social content

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Post: The Back Home Grants provide one-off payments of up to \$20,000 for owner-occupiers, \$15,000 for landlords and \$5,000 for renters towards the cost of replacing appliances, reconnecting utilities, fixing roofs, connecting electricity and making other necessary repairs. Check your eligibility and apply here: service.nsw.gov.au

[Click here to download social tile](#)



Post: The Rental Support Scheme provides flood-impacted households with payments which cover up to 16 weeks' rent. Check your eligibility and apply here: service.nsw.gov.au

Storm and flood support: social content

[Click here to download social tile](#)



Post: Has your business been affected by storms and floods? Financial assistance is available and Service NSW can help with your application. Fraudulent applications are illegal. Check your eligibility and apply at service.nsw.gov.au

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Post: Has your business been affected by storms and floods? Financial assistance is available and Service NSW can help with your application. Fraudulent applications are illegal. Check your eligibility and apply at service.nsw.gov.au

Storm and flood support: social content

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Post: Have you been affected by storms and floods? Financial assistance is available and Service NSW can help with your application. Fraudulent applications are illegal. Check your eligibility and apply at service.nsw.gov.au

[Click here to download social tile](#)



Post: Have you been affected by the recent storms and floods? The NSW Government can help. Visit nsw.gov.au/floods or call 13 77 88. If you need an interpreter, please call 13 14 50 and ask them to contact Service NSW on 13 77 88.

Storm and flood support: social content

[Click here to download social tile](#)



Post: Flood affected landholders should call 1800 814 647 to request emergency fodder for livestock, animal assessment, veterinary advice and if required, euthanasia and burial of animals. To keep up to date with the latest information, visit nsw.gov.au/floods

Storm and flood support: flyer

Emergency assistance for landholders flyer

[Download flyer](#)

EMERGENCY ASSISTANCE FOR LANDHOLDERS



Landholders can request:

- Emergency fodder for livestock
- Veterinary assessment and advice
- Euthanasia and burial for animals



**Agriculture and Animal
Services Hotline
1800 814 647**

