



## FLOOD INFORMATION AND ASSISTANCE V9 (Feb 2013)

### THE FOLLOWING FINANCIAL ASSISTANCE APPLIES TO THE NATURAL DISASTER DECLARED NORTH COAST AREAS

Ballina, Bellingen, Byron, Clarence Valley, Coffs Harbour, Glen Innes Severn, Gloucester, Great Lakes, Inverell, Kempsey, Kyogle, Lismore, Moree Plains, Nambucca, Port Macquarie Hastings, Richmond Valley, Tenterfield, Tweed, Upper Hunter

**FOR EMERGENCY ASSISTANCE CALL THE SES ON 132 500**

#### **Disaster Relief Loans – Primary Producers**

Loans of up to \$130 000 are available, subject to certain availability criteria, at a concessional interest rate for those in urgent need. These loans may be used to meet carry on requirements and the replacement of livestock and infrastructure. The repayment term is preceded by a two year interest and repayment free period. Claims must be lodged within six months of the declared date of the disaster. For more information contact the NSW Rural Assistance Authority on 1800 678 593 – [www.raa.nsw.gov.au/assistance/natural-disaster-relief/loans](http://www.raa.nsw.gov.au/assistance/natural-disaster-relief/loans)

#### **Disaster Relief Loans – Small Business**

Funding by way of a loan is available for essential working capital (the amount required to continue business operations until normal income resumes or until the next major income is received). For more information or forms contact the NSW Rural Assistance Authority on 1800 678 593 – [www.raa.nsw.gov.au/assistance/natural-disaster-relief/loans](http://www.raa.nsw.gov.au/assistance/natural-disaster-relief/loans)

#### **Transport Subsidies**

Industry and Investment NSW will rebate 50% of the transport costs for movement of:

- stock from flood areas to agistment
- fodder to flooded area
- stock from agistment to flood area

These rebates apply to primary producers in areas affected by flood in NSW, subject to eligibility criteria. Maximum subsidy available is \$15000 per annum.

Claims must be submitted not more than six months after first movement. Submit all claim forms to your Livestock Health and Pest Authority with invoices, receipts and other documentation. Forms are available from your local LHPA office, Rural Support Worker or download from [www.dpi.nsw.gov.au/agriculture/emergency/flood](http://www.dpi.nsw.gov.au/agriculture/emergency/flood)

#### **Additional Assistance**

Consideration for deferral of payments on NSW Rural Assistance Authority loans is available, where temporary repayment difficulties as a result of natural disaster can be demonstrated. Contact RAA.

#### **Personal Hardship and Distress Assistance**

The Ministry for Police and Emergency Services can provide disaster relief grants to eligible individuals and families whose homes and essential household items have been destroyed or damaged by a natural disaster. People with limited financial resources and

no insurance may be eligible for assistance for essential household items and structural repairs to the home.

Inquiries about the disaster relief grants and the eligibility criteria may be made by calling 1800 018 444.

### **Support from the Tax Office**

The Australian Tax Office wants to support people who are going through tough times. They will work with you to help you sort out your **tax affairs**. See [Help through difficult times – For people affected by natural disasters \(www.ato.gov.au\)](http://www.ato.gov.au).

### **Rural Financial Counsellors**

Rural Financial Counsellors in all areas can help with the completion of forms and advice regarding criteria for this assistance.

Area	Counsellor	Mobile
<b>Taree/Hastings</b>	Michelle Blakeney	<b>0448 035 143</b>
<b>Macksville/Kempsey</b>	Terry Pearce	<b>0429 626 503</b>
<b>Gloucester</b>	Ron Lindsay	<b>0428 582 570</b>
<b>Glen Inness</b>	Stuart Brummell	<b>0448 035 152</b>
<b>Casino</b>	Steve Sibley	<b>0429 626 191</b>

To contact a counsellor outside these areas visit

[www.raa.nsw.gov.au/\\_data/assets/pdf\\_file/0004/352885/RFC-Contact-List.pdf](http://www.raa.nsw.gov.au/_data/assets/pdf_file/0004/352885/RFC-Contact-List.pdf)

### **Rural Support Workers**

Rural Support Workers provide support as required to farming families and rural communities needing any form of assistance and are currently helping with flood recovery. If there is any way we can be of assistance during this difficult time please do not hesitate to contact a Rural Support Worker. Rural Support Workers will soon be coordinating Flood Recovery Information meetings which will be advertised in local media.

Area	RSW	Mobile	Email
<b>North &amp; Mid North Coast</b>	Jennifer Haberecht	0400 160 287	<b><a href="mailto:jen.haberecht@dpi.nsw.gov.au">jen.haberecht@dpi.nsw.gov.au</a></b>

Other areas are serviced by other Rural Support Workers – see

[www.dpi.nsw.gov.au/aboutus/services/community/support-workers](http://www.dpi.nsw.gov.au/aboutus/services/community/support-workers)

### **Assistance Guide**

Information about more general support for the farming community is available in the Rural Support Workers' assistance guide on the web –

[www.dpi.nsw.gov.au/aboutus/services/community/support-workers/guide](http://www.dpi.nsw.gov.au/aboutus/services/community/support-workers/guide)

### **The Insurance Council**

The Insurance Council can assist communities with any issues related to insurance and the claims process. If necessary they can escalate particular issues to a higher level within your insurance company. The Insurance Council can also explain the dispute process and refer you to the Financial Ombudsman Office if necessary. Call the Insurance Council on its assistance hotline 1800 734 621 (24/7).

## Primefacts

There is a lot of flood recovery information available in the various Primefacts on the DPI website



## **Livestock**

[Stock problems after a flood: a checklist for when it dries out](#)

[Animal health problems following floods and drought-breaking rains](#)

[Livestock flood refuge mounds](#)

[Flood emergencies: helping your animals](#)

[Risk management for stock owners in times of fire and flood](#)

[Cleaning up fodder drop zones after a flood](#)

[Agistment guidelines](#)

## **Crops & pastures**

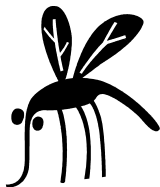
[Wetlands on farms](#)

[Weed strategies following drought, fire and flood](#)

Extension Officers are available in district officers to assist with specific inquiries.

## Insect Repellent Recipe

Mix one third metho, one third dettol, one third baby oil and add a teaspoon of tea tree or eucalyptus oil. Mix and transfer to a spray bottle – apply liberally avoiding eyes, mouth etc. Suitable for animals so long as sensitive areas are avoided.



## **BEWARE OF THE MOSSIES**

People who are in contact with known mosquito habitats and who live in warm, humid climates near bodies of water will be most at risk of a mosquito bite and, as a consequence, the **Ross River virus**. See [Ross River fever factsheet](#)

## **Maintain Good Health**

Both physical and mental – this is a trying time for many. If you or someone you know is not coping seek help – contact Darcy Budden (Rural Adversity Mental Health Program) on **0439882 830** or call me for a referral to an appropriate professional. Alternatively, for access to local mental health services call Accessline on 1800 800 944, 24 hours per day or the Rural Mental Health Support Line on 1800 201 123.

## **Centrelink**

Assists people to become self sufficient and supports those in need.

Employment Related Enquiries 132 850  
Youth and Student Services 132 490  
Family Payments 136 150  
Disabilities, Sickness and Carers 132 717  
Indigenous all Centre 136 380  
Retirement / Age Services 132 300

## **Family & Community Services - Ageing, Disability and Home Care**

Homecare offers domestic, personal care, respite, community aged care package, dementia support.

Also offer occupational therapy, physio, behaviour intervention support and local support coordination.

Homecare – 1300 881 144

Ageing Disability & Home Care – 1300 134 450

## **Legal Aid NSW**

Legal Aid provides free advice on a broad range of issues, including:

- insurance claims – before you make a claim and if your claim is rejected; dealing with the insurance company and challenging their decisions
- tenants – where do you stand if you can't live in the home you rent
- mortgages/loans – how do you cope if you can't afford payments because of the floods, illness, loss of your job etc

Our advice is always get advice – never assume there is nothing you can do.  
all LawAccess 1300 888 529

## **Trustees of Parks and Reserves**

Provided the facilities concerned constitute “public access”, grants may be made available to those parties (eg trustees) responsible for managing Crown Land, parks and reserves, who do not have the financial capacity to meet restoration costs from their own resources.

Department of Primary Industries – Catchments and Land Division 8258 7424.

## **Sporting Clubs**

A special scheme is available to assist sporting clubs in meeting the costs of restoration of essential club facilities that have been damaged or destroyed. The maximum assistance available is \$12,000 including a grant of up to \$2,000 and the balance by way of repayable advantage.

Contact Treasury 9228 5181.

## **Ministry for Police and Emergency Services**

The Ministry for Police and Emergency Services can provide financial assistance under the NSW Disaster Relief Scheme to people affected by a disaster who are experiencing financial hardship and who are unable to meet the cost of repairs for essential household contents and / or structural repairs to their homes.

To be eligible for assistance you must:

- Be a low income earner and meet an income and assets test
- Demonstrate that the affected home is your principal place of residence
- Not covered by insurance
- Be able to demonstrate that the damage was caused by the disaster
- Lodge the application within four months of the disaster occurring

Financial assistance is a contribution towards the cost of essential household items and restoring the home to a safe and habitable condition.

Financial assistance under this grant does not replace insurance or act as compensation for losses. Assistance can not be provided to cover insurance excess.

## **Churches and Voluntary Non-profit Organisations**

Loan assistance is available to churches and voluntary non-profit organisations for the restoration of essential facilities that have been damaged or destroyed. Advances are subject to a maximum of \$25,000 at 2.56 per cent interest per annum.

Contact Treasury 9228 5181.

## **Motor Vehicle Stamp Duty Relief**

Motorists whose cars have been written off as a result of a natural disaster may be eligible for a stamp duty refund on their replacement vehicle. Refunds are made where the written off vehicle was comprehensively insured and the insurance does not cover duty for a replacement vehicle.

Contact Office of State Revenue 1300 139 814.

## **Australian Red Cross**

The Red Cross provides personal support during a disaster. We welcome people at The Recovery Centre, Griffith and assist with filling in forms. We also provide Outreach services and are attempting to visit as many affected homes as possible in the surrounding area.

## **Finally.....**

I hope the information in this document is not overwhelming. If something isn't clear or you want to have a chat, call me on my mobile.

## **Jen Haberecht**

Rural Support Worker

NSW Department of Primary Industries, Hay

**0400 160 287**

[jen.haberecht@dpi.nsw.gov.au](mailto:jen.haberecht@dpi.nsw.gov.au)

All affected primary producers are urged to report damage or stock losses, once they become known, to the NSW DPI hotline - 1800 814 647 even if the full extent is not assessed for some time. A form is attached for this purpose.

**PLEASE CIRCULATE THIS NEWSLETTER TO YOUR NEIGHBOURS AND ANYONE WHO WOULD BENEFIT FROM THE INFORMATION WITHIN –THANK YOU**

## **Flood Information and Assistance Newsletter v9 – Feb 2013**

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