

Storms and Floods 2021

Successful recovery recognises, supports, and builds on individual, community and organisational capacity and resilience.

To help the communities within the Nambucca Valley Local Government Area in their storm and flood-recovery a number of disaster assistance packages and measures have been put in place.



Disaster Assistance

The **Disaster Relief Grant** helps people recover from a disaster and restore a basic standard of living.

You may be eligible for financial support if:

- your home (primary place of residence) was damaged by a natural disaster
- you do not have insurance for the damage
- you are a low-income earner with limited financial resources
- it has been less than four (4) months since the disaster

Phone 13 77 88 and ask about the “Disaster Relief Grant” administered by Resilience NSW.

The **Disaster Recovery Payment** is a one-off, non-means tested payment from the Australian Government. It offers \$1,000 for adults and \$400 for children.

You may be eligible if:

- you have been seriously injured
- have lost or had your home damaged

Phone Service NSW on 13 77 88 or visit

www.service.nsw.gov.au/floods

The **Disaster Recovery Allowance** provides short-term income support payment from the Australian Government to assist individuals whose income has been affected as a direct result of the storms and floods, for up to 13 weeks.

Phone Service NSW on 13 77 88 or visit

www.service.nsw.gov.au/floods

NAMBUCCA VALLEY COUNCIL

Your community is eligible for NSW and Australian Government assistance



Recovery contacts

**Recovery Centre Manager
Resilience NSW**

Alison Laverty
0418 377 430

**Community
Recovery Officer**

Nambucca Valley Council
Rhiannon Treasure-Brand
0418 206 748

**Senior Recovery Officer
Resilience NSW**

Lani McNeill
0456 779 336

Last updated 15 April 2021



Clean Up

- If you are insured, contact your insurance company directly. Take plenty of photos of any property and contents damage before removing and disposing of items.
- Council is holding a series of kerbside bulky goods collections from 19 April. For dates of pick-ups in your area visit www.coffswaste.com.au
- If you are uninsured and have already paid to take flood waste to the council Waste Management Facility, you can seek reimbursement. There is an application form to complete and you will need to provide your contact and bank details and to bring your receipt. Apply in person at council or request a form from Rhiannon.Treasure-Brand@nambucca.nsw.gov.au. Enquiries: Phone Rhiannon Treasure-Brand on 0418 206 748.

SUPPORT PROVIDER	SUPPORT OFFERED	CONTACTS
Nambucca Valley Council	<ul style="list-style-type: none"> • Flood affected areas waste clean-up queries • To report road issues or damage • To report trees or dangerous debris across roads 	Nambucca Valley Council (02) 6568 2555
Recovery Centre	Face-to-face support from representatives from across an array of NSW Government agencies, community organisations, welfare bodies and local recovery services.	Macksville Senior Citizens Centre 37 Princess St, Macksville NSW 2447 See the council website for opening hours: nambucca.nsw.gov.au . Contact the Recovery Centre Manager Alison Laverty for more info 0418 377 430
Service NSW	Service NSW is supporting flood-impacted people with information on and access to assistance and supports across an array of NSW Government partner agencies, local government and the Australian Government.	Phone the NSW Government Disaster Customer Care Service on 13 77 88 or visit www.service.nsw.gov.au
NSW Government Clean Up Program	Flooded households and businesses will receive clean-up assistance, for free, and regardless of insurance status.	
Department of Primary Industries Local Land Services	<ul style="list-style-type: none"> • Animal assessment and veterinary assistance • Stock euthanasia and burial • Emergency fodder (up to three days supply) • Emergency stock water (where there is an immediate animal welfare concern) • Livestock feeding and management advice 	Phone the Agricultural and Animal Services Hotline on 1800 814 647.
Waste Levy Fee waived	Dispose of building materials, furniture and other flood generated waste on private and public land up to 30 June.	For more information visit www.epa.nsw.gov.au
Small Business Commissioner	Concessional loans of up to \$130,000 at a fixed concessional interest rate may be available to small businesses, primary producers and non-profits.	For information on what supports are available visit www.smallbusiness.nsw.gov.au or phone 1300 795 534.

SME Recovery Loan Scheme	The Australian Government's SME Recovery Loan Scheme is available to flood-affected businesses. The SME Recovery Loan Scheme was designed to help businesses on JobKeeper during the March quarter and has been extended to flood-affected businesses.	Phone the NSW Government Disaster Customer Care Service on 13 77 88 or visit www.service.nsw.gov.au
Insurance Council of Australia	If you are a policyholder and need to make an insurance claims, you can expect to be given priority by insurers.	For advice and guidance phone the ICA hotline on 1800 734 621.
Legal Aid NSW	For help with legal problems including insurance claims and disputes, financial hardship, tenancy and Centrelink.	Visit the Disaster Response Legal Service at www.disasterhelp.legalaid.nsw.gov.au/how-we-can-help or phone 1800 801 529, between 9am and 5pm, Monday to Friday.
NSW Mental Health Line	If you or someone you know needs help, the Mental Health Line offers: <ul style="list-style-type: none">• professional help and advice• referrals to local mental health services	Phone the NSW Mental Health Line at any time on 1800 011 511.
