

Bushfire Recovery Assistance Jan/Feb 2020

A range of assistance measures are available to support people affected by bushfires. These are aimed at providing for immediate and short term needs, to support recovery from the bushfires across NSW.

A number of these measures have eligibility requirements.

New Bushfire Customer Care Service

For people impacted by bushfire, the **NSW Bushfire Customer Care Service** will help you navigate the support and financial assistance that's available across all levels of government.

Offering one-on-one support for people and businesses, available over the phone or in-person.

Call 13 77 88

7am to 7pm every day

Or visit www.service.nsw.gov.au for locations of Service NSW, and Mobile Service Centres.

The service is available for all NSW government enquires or assistance; however, if you prefer to continue contacting an agency directly, please see below.

Immediate emergency assistance – can be accessed through Evacuation Centres, Recovery Centres and Disaster Welfare Assistance Points.

You can also visit any Service NSW centre, or call: **13 77 88**

Emergency Temporary Accommodation – short term housing support.

Call Bushfire Customer Care Service on **13 77 88**

Clean-up assistance – for the removal and disposal of residential bush fire debris; including asbestos. All property owners should call **Service NSW on 13 77 88** to register your details and provide consent so contractors can access their land.

Animal Welfare – provision of emergency fodder, stock water and stock assessment.

Contact Local Land Services on **1800 814 647**.

Commonwealth Government Disaster Recovery Payment – \$1,000 per adult and \$400 per child for people severely affected by bushfires. An additional \$400 will also be provided for children, this payment will be applied automatically.

Call the Bushfire Customer Care Service on **13 77 88** or Human Services: **180 22 66**

Commonwealth Government Disaster Recovery Allowance – short term income assistance for people severely affected by bushfires.

Call the Bushfire Customer Care Service on **13 77 88** or Human Services: **180 22 66**

NSW Government Disaster Relief Grants – financial assistance for eligible individuals who have low income and limited assets.

Call the Bushfire Customer Care Service on **13 77 88**,
or the Disaster Welfare Assistance Line on **1800 018 444**.

Emergency Bushfire Response in Primary Industries Grants Program - \$75,000 recovery grants, concessional loans and transport subsidies for eligible primary producers.

Call the Bushfire Customer Care Service on **13 77 88**
or NSW Rural Assistance Authority on **1800 678 593**

Small Business Support grants and loans

Grants of up to \$50,000, and low-interest loans of up to \$500,000, are now available for eligible small businesses.

Businesses can visit www.business.gov.au
Or call 13 28 46

Legal assistance – Free assistance is available on issues such as insurance policies, employment, tenancy, credit and debt.

Call the Bushfire Customer Care Service on **13 77 88**
Or the Disaster Response Legal Service on **1800 801 529**

Potable Water Assistance – replacement of potable water for residents not on town water supply where RFS has taken water or contaminated roofs with fire retardant.

Call Bushfire Customer Care Service on **13 77 88**

Mental health and wellbeing assistance – 24/7 assistance for individuals.

- NSW Mental Health Line - 1800 011 511
- Beyond Blue - 1300 224 636
- Lifeline - 13 11 14
- Mensline - 1300 789 978
- Kids Helpline - 1800 551 800
- If someone is in immediate danger call 000

Farm Gate counsellors – farmers and business owners in bushfire affected areas can access Farm Gate counsellors and peer support workers.

Contact the Mental Health Line on **1800 011 511**

Volunteer Firefighters' Financial Support – payments for eligible volunteer firefighters who are self-employed or employed by a small or medium business and have lost income.

Call Bushfire Customer Care Service on **13 77 88**

Sporting club assistance – concessional loans for eligible sporting clubs.

Contact the NSW Rural Assistance Authority on **1800 678 593**

Church and non-profit organisation assistance – up to \$15,000 recovery grants (33 LGAs only) concessional loans for eligible churches and non-profit organisations.

Contact the NSW Rural Assistance Authority on **1800 678 593**

Motor vehicle stamp duty relief – financial assistance for eligible motorists whose cars have been written off as a result of bushfires.

Call Bushfire Customer Care Service on **13 77 88**

Replacement of documents – free replacement of licences, permits and certificates, including birth, marriage and change of name certificates and NSW Fair Trading permits and licences

Call Bushfire Customer Care Service on **13 77 88**

Waste disposal – the levy for waste disposal has been waived in most bushfire affected LGAs.

Contact your local council for more information.

Red Cross

Bereavement Payment - \$20,000 is available to the next of kin of people who have died in the fires.

Emergency Grant – Up to \$20,000 is available for people whose house has been destroyed.

Repair Grant - \$5,000 available for home owners with houses which haven't been destroyed, but require structural repairs before they can return home.

Injury Grant - \$7,500 is available to people who have been hospitalised for 2 or more days as the result of the fires.

Call Red Cross on 1800 733 276

Salvation Army

Hardship Recovery Grant – Up to \$500 for those experiencing extreme hardship as a result of the bushfire disaster.

Significant Loss Grant – Up to \$3,000 for those significantly impacted by the bushfires.

Total Loss Grant – Up to \$4,000 for those whose house (owned or leased) has been destroyed or rendered permanently uninhabitable.

Call Salvos on 1300 662 217

St Vincent De Paul

Providing immediate help and support with food, clothing and cash payments from Vinnies Bushfire Appeal, as well as Emergency Relief Funding provided by the Department of Social Services of \$1,000 (from January 2020).

In the longer term, committed to assisting individuals and communities to help rebuild their lives.

Call Vinnies on 13 18 12

Anglicare

Provides trained volunteers and assistance in the form of:

- food
- cash cards for utilities
- support to pay bills
- access to clothing
- financial
- free trauma and grief counselling and
- support to navigate assistance

Contact Anglicare on (02) 8624 8600