



NSW BUSHFIRES RECOVERY CONTACT INFORMATION

HEALTH & WELLBEING

Beyondblue
1300 22 4636

Mental Health Line:
1800 011 511

Lifeline
13 11 14

Mensline
1300 789 978

Kids Helpline
1800 55 1800

If you or someone you know is in immediate danger call 000.

RURAL RESILIENCE PROGRAM

The NSW DPI Rural Resilience Program can provide support for farming families by way of referrals and liaising with other services on your behalf.

Riverina (based Hay)
Danny Byrnes
0400 374 258

Southern (based Goulburn)
Ted O'Kane
0427 781 514

Central West / Riverina
Lisa McFayden
0448 366 395

AGRICULTURE AND ANIMAL SERVICES HOTLINE

Call 1800 814 647

Producers should call the hotline to report damage and stock losses, as well as request assistance with:
Emergency fodder
Emergency stock water
Veterinary assistance
Stock destruction & burial
Livestock feeding and management advice

INSURANCE

If you are insured:

1. Talk to your insurance company as soon as possible about how to make a claim.
2. Take photos or video of damage to your property and possessions as evidence for your claim.
3. If you have clearance from your insurer and evidence for your claim, you can start cleaning up.

The Insurance Council of Australia can be contacted with any questions, complaints or concerns about insurance on 1800 734 621. Legal Aid NSW can provide free legal advice and minor assistance to people affected by disasters on a range of issues, including insurance, on 1800 801 529.

If you are uninsured:

NSW Government Disaster Relief Grants are available for eligible individuals and families. To be eligible for this assistance you must:

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

Disaster Welfare Assistance Line: 1800 018 444 (8.30am to 4.30pm, Monday to Friday,

DISASTER RECOVERY PAYMENT

The Australian Government Disaster Recovery Payment has been activated for people severely affected by the NSW Bush Fires.

This provides a one-off payment of \$1,000 per adult and \$400 per child if your home has been destroyed or severely damaged (including smoke damage).

Human Services: 180 2266 or humanservices.gov.au

DISASTER RECOVERY ALLOWANCE

The Disaster Recovery Allowance has been activated by the Australian Government for people affected by the NSW Bush Fires.

This provides short term support payment to assist those whose income has been affected as a direct result of the bush fires.

Human Services: 180 2266 or humanservices.gov.au

PRIMARY PRODUCER GRANTS

Grants of up to \$15,000 are available for bush fire affected primary producers. Eligibility criteria apply.

Rural Assistance Authority: 1800 678 59

SMALL BUSINESS GRANTS

Grants of up to \$15,000 are available if your business has directly been affected by bush fires. Eligibility criteria apply.

Rural Assistance Authority: 1800 678 59

PLEASE NOTE:

Disaster relief low interest loans of up to \$130,000 are also available to eligible primary producers and small businesses, and transport subsidies of up to 50% of the cost to transport livestock or fodder, to eligible producers.

Rural Assistance Authority: 1800 678 593 or www.raa.nsw.gov.au/disasterassistance/disaster-recovery-grants

EMERGENCY TEMPORARY ACCOMMODATION

Emergency accommodation is available to people affected as a direct result of the recent fires.

Short-term housing support for up to three months is available to all people in urgent need of housing because of a natural disaster. This covers people who would not normally be eligible for social housing.

Housing Contact Centre: 1800 422 322 (available 24/7)

CLEAN UP ASSISTANCE

The NSW Government is supporting the cleanup of homes damaged or destroyed by the recent fires. This includes insured and uninsured homes.

If you are insured, continue to work with your insurer on the clean-up.

If you have any concerns please contact: Insurance Council of Australia 1800 734 621

If you are uninsured please contact: Public Works Advisory on 1800 88 55 39

OTHER CONTACTS

NSW FARMERS ASSOCIATION
02 9478 1000

DAIRY AUSTRALIA
1800 270 778
www.dairyaustralia.com.au

FARM HUB
www.farmhub.org.au

BLAZE AID
0418 530 471
www.blazeaid.com.au

RURAL FINANCIA
COUNSELLING SERVICE
1800 686 175

TELSTRA DISASTER RELIEF
132 203

LEGAL AID NSW
1800 801 529