

## Storms and Floods 2021

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

Disaster assistance packages and measures to help the MidCoast communities in their storm and flood-recovery.



### 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 13 77 88 or visit [www.service.nsw.gov.au](http://www.service.nsw.gov.au)**

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 13 77 88 or visit [www.service.nsw.gov.au](http://www.service.nsw.gov.au)**



### Waste services

- Waste collection services are operating normally, unless unable to access your collection point due to flooding.
- The EPA waste levy has been removed from tipping fees for flood affected waste. The \$190 per tonne fee has been reduced to \$97.49 per tonne.
- If you've lost a bin in recent flooding, phone (02) 7955 7777 to organise a replacement.

MIDCOAST COUNCIL

Your community is eligible for NSW and Australian Government assistance



### Recovery contacts

- **MidCoast Council Recovery Centres**  
Chris Jones  
0408 775 062
- **MidCoast Council Community Recovery Officer**  
Janine Friedrich  
0436 936 696

*\* Correct as at 28 April*

**“Communities expect and require a seamless response and recovery effort which is what we will deliver.**

- Shane Fitzsimmons,  
Commissioner of Resilience NSW

SUPPORT PROVIDER	SUPPORT OFFERED	CONTACTS
Flood Recovery Hotline	Free support for households and businesses to clean up flood water impacts.	<b>MidCoast Council Flood Recovery Hotline</b> , 1300 545 040 between 8:30am and 4:30pm
Recovery Centres	Face-to-face support from representatives from across an array of NSW Government agencies, community organisations, welfare bodies and local recovery services.	<b>Taree Recovery Centre</b> 2 Pulteney Street
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.	<b>NSW Government Disaster Customer Care</b> Phone 13 77 88 or visit <a href="http://www.service.nsw.gov.au">www.service.nsw.gov.au</a>
NSW Government Clean Up Program	All flooded households and businesses will receive clean-up assistance, for free, and regardless of insurance status. MidCoast Council has been supported under this program to deliver local waste recovery and clean-up help to its residents.	<b>MidCoast Council Flood Recovery Hotline</b> , 1300 545 040 between 8:30am and 4:30pm
Waste Levy Fee waived	<ul style="list-style-type: none"> <li>Dispose of building materials, furniture and other flood generated waste on private and public land up to 30 June.</li> </ul>	For more information visit <a href="http://www.epa.nsw.gov.au">www.epa.nsw.gov.au</a>
Department of Primary Industries Local Land Services	<ul style="list-style-type: none"> <li>Animal assessment and veterinary assistance</li> <li>Stock euthanasia and burial</li> <li>Emergency fodder (up to three days supply)</li> <li>Emergency stock water (where there is an immediate animal welfare concern)</li> <li>Livestock feeding and management advice</li> </ul>	Contact your local representative of the Department of Primary Industries or visit  <a href="http://www.dpi.nsw.gov.au/climate-and-emergencies/floods/current-situation">www.dpi.nsw.gov.au/climate-and-emergencies/floods/current-situation</a>
Primary producer Disaster Recovery Grant	Up to \$75,000 to help primary producers cover flood-related costs including repairs, removing flood debris and replacing stock or to salvage crops.	Apply direct online via the Rural Assistance Authority at <a href="http://www.raa.nsw.gov.au/disaster-assistance/special-disaster-grants-floods">www.raa.nsw.gov.au/disaster-assistance/special-disaster-grants-floods</a>
Small Business Disaster Recovery Grant	Up to \$50,000 to help cover flood-related business costs such as repair and replacement of stock	Phone Service NSW on 13 77 88 or apply online at <a href="http://www.service.nsw.gov.au">www.service.nsw.gov.au</a>
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 <a href="http://www.smallbusiness.nsw.gov.au">www.smallbusiness.nsw.gov.au</a> or phone 1300 795 534.
SME Recovery Loan Scheme	The Australian Government's Small and Medium-sized Enterprise (SME) Recovery Loan Scheme is available to flood-affected businesses.	<b>NSW Government Disaster Customer Care</b> Phone 13 77 88 or visit <a href="http://www.service.nsw.gov.au">www.service.nsw.gov.au</a>
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.
Replace lost documents	The NSW Registry of Births Deaths and Marriages can assist with the replacement of Birth, Death and Change of Name certificates at no cost for NZ and Australian citizens.	Phone Service NSW on 13 77 88 or visit <a href="http://www.nsw.gov.au/births-deaths-marriages">www.nsw.gov.au/births-deaths-marriages</a>
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 <a href="http://www.disasterhelp.legalaid.nsw.gov.au/how-we-can-help">www.disasterhelp.legalaid.nsw.gov.au/how-we-can-help</a> or phone 1800 801 529, between 9am and 5pm, Monday to Friday.
Australian Red Cross Flood Grant	A \$1000 payment per household that was destroyed or made uninhabitable by the floods.	Apply at <a href="http://www.redcross.org.au/floodgrants">www.redcross.org.au/floodgrants</a> or phone 1800 733 276
NSW Mental Health Line	If you or someone you know needs help, the Mental Health Line offers professional help and advice and referrals to local mental health services	Phone the NSW Mental Health Line at any time on 1800 011 511.