

HAWKESBURY CITY COUNCIL

Flood Assistance
Information

Issue 11

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hawkesbury.nsw.gov.au

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This update is provided to support our community during the current flood situation. There are a range of supports available.

Hawkesbury City Council is working in partnership with the emergency services, State and Federal Government agencies, charities and others to deliver this assistance.

For the most up to date information on the flood situation, please visit the **NSW SES** website ses.nsw.gov.au or for emergency help call **132 500**.

Hawkesbury City Council

Council's Disaster and Emergency Dashboard has information on local Road & Ferry Closures, Weather Warnings & Radar and River Heights at disaster.hawkesbury.nsw.gov.au.

- For the most current information on Recovery Support visit hawkesbury.nsw.gov.au and click on the blue Flood Recovery Information Banner. You can also go direct to the Flood Information Page yourhawkesbury-yoursay.com.au/fih2021 and register there for regular updates. New information will be added to this page as it comes to hand so please check it regularly.
- **Clean up of Flood Debris** – Help is available to assist with the clearing and removal of flood related debris from farms. This may include trees, foliage and rubbish deposited by flood waters on paddocks; and damaged homes, sheds or outbuildings. Depending on your clean-up requirements, it may be council staff or private contractors aiding. Costs of clean-up will be met by the Commonwealth and NSW Government through the Disaster Recovery Funding Agreement. If you need any assistance with your clean-up contact Hawkesbury City Council and register your request online at hawkesbury.nsw.gov.au or phone **02 4560 4444**.
- **Flood Damage Waste** will be accepted at the Waste Management Facility free of charge but you must book. Charges apply for other waste that is not flood waste. Bookings can be made online at [Hawkesbury.nsw.gov.au](https://hawkesbury.nsw.gov.au) or by calling Customer Service **(02) 4560 4444**.
- **Skip Bins** – Public Works were initially coordinating drop off and pick up of Bingo skip bins for Hawkesbury City Council flood affected residents. This process has been handed over to council with a new contractor Dump It, to provide skip bins to residents. There are over 4000 affected properties in the region, and approximately 600 skip bins in the process of being delivered, in use or collected at any one time.

We understand for some residents there has been a delay of over three weeks for the delivery of bins. We are working hard to clear the backlog of bins and to improve timeframes.

As a result, the following time frames apply to the delivery and pick up of skip bins:

- Generally, 5-10 working days for the delivery of skip bins
- Generally, 5-10 working days for the pickup of full skip bins.
- Bins will now also automatically move to a pick up list after 10 days from delivery

Bin pick up and drop off information:

'Bingo' Bin Pick Up Only

- If you are a flood affected resident who requested a bin via Council and you have a Bingo bin at your property that now needs to be collected, please request collection by completing the online form hawkesbury.nsw.gov.au/_resources/forms/bingo-bin-pick-up-request.

'Dump It' Bin Drop Off and Pick Up

- Drop Off - If you are a flood affected resident of Hawkesbury City Council and need a skip bin dropped off, please request by completing hawkesbury.nsw.gov.au/_resources/forms/local-emergency-management
- Pick Up - When your 'Dump It' skip bin is ready for collection, please call 'Dump It' directly on **1300 211 111**.

If you have difficulty in completing these forms, please call our Customer Service Centre on **(02) 4560 4444** during business hours.

- **Council Financial Assistance** – Council are committed to supporting our community to recover from the flood. There is financial assistance available:
 - **Rates Payments** Your property may have been significantly impacted by the recent flood. We understand this may impact your ability to pay the Rates. If you are experiencing financial difficulties, please email us at council@hawkesbury.nsw.gov.au or contact our Debt Recovery Officer on **(02) 4560 4610** to discuss how we can assist.
 - **Application Fees** will be waived for construction or reconstructions works for flood impacted properties. DA and Construction Certificate Applications for flood impacted properties will be prioritized.
- **For Disaster Assistance** it is important to register by visiting Service NSW or service.nsw.gov.au or phoning **13 77 88**.

Face to Face Recovery Support

Recovery Centres

Recovery Centres have an extensive range of government and non-government services to help with financial, physical and emotional support and offer a one-stop shop for anyone affected by the 2021 floods.

Agencies can provide:

- Financial Assistance for individuals, primary producers and small businesses
- Accommodation advice
- Help with replacing lost documents
- Mental health and wellbeing services
- Clean-up Services
- Insurance and Legal Support

South Windsor Family Centre

6 Greenhills Way South Windsor 2756

Operating Hours:

10am to 5pm Weekdays

Wisemans Ferry – The Retreat

5564 Old Northern Road Wisemans Ferry

Operating Hours:

10am to 4pm Weekdays

Recovery Hubs

Recovery Hubs will provide some outreach support one week day per week and one weekend day per fortnight in some areas. Recovery Hubs will provide smaller, place-based access to community and NGO recovery services for anyone affected by the floods or 2018–2019 fires.

Wilberforce – St John’s Anglican Church

Enter hall carpark via Old Sackville Road, Wilberforce

Operating Hours:

10am – 2pm Wednesdays

Colo Heights (Horrie Eley) Hall

2996 Putty Road

Colo Heights NSW 2756

Operating Hours:

10am to 2pm Thursdays

St Albans Volunteer Bushfire Brigade

1 Wollombi Road

St Albans NSW 2775

Operating Hours:

10am to 2pm Fridays

Flood Recovery Business Support Sessions

If you are a business owner needing advice or support following the recent floods, you are invited to attend an information session to meet with representatives from community and government agencies. WHERE: Pitt Town and District Sports Club, 139 Old Pitt Town Road.

WHEN:

Thursday 13 May, between 6pm and 8pm, or,

Tuesday 25 May, between 6pm and 8pm, or,

Wednesday 9 June, between 6pm and 8pm.

You will be able to access support, information, and advice on:

- Disaster recovery grants
- Centrelink assistance packages
- Technical agricultural and/or sector-specific updates
- Flood clean-up
- Riverbank remediation
- Financial management and insurance issues
- Mental health supports

Government and community representatives available will come from:

- Your local councils
- Service NSW
- Resilience NSW
- Services Australia
- Local Land Services
- Department of Primary Industries and Rural Assistance Authority
- Councils and Public Works Advisory
- Environmental Protection Authority (EPA)
- Rural Financial Counselling Service
- Insurance Council of Australia
- Australian Red Cross

There is no need to register however if you are unable to attend in person, we encourage you to contact **Service NSW** on **13 77 88** and ask to speak to a Business Concierge about the specific flood recovery supports you can access.

Mental Health Support

The NSW Government recognises the trauma associated with disasters and recognises early treatment can make significant long differences to mental health.

Recovery from disasters takes time and mental health supports will aid the long-term recovery of our impacted communities. For mental health support 24 hours/7 days you can call:

- Flood Trauma Recovery – Special Mental Health Clinician
0429 011 134 or **1800 011 511** (after hours)
- Lifeline on **13 11 44**
- Beyond Blue on **1300 224 636** or
- NSW Mental Health Line on **1800 011 511**

Small Business Mental Health Support:

- **NewAccess** by Beyond Blue on **1300 945 301** – Free and confidential mental health program. A mental health coaches with a small business background will complete an initial assessment. Visit beyondblue.org.au/get-support/newaccess/newaccess-for-small-business-owners.
- **Ahead for Business** by Everymind – A digital hub that helps small business owners take action on their own mental health and wellbeing. For more information and resources, visit aheadforbusiness.org.au.

Primary Producers Health Support

- **Rural Adversity Mental Health Program (RAMHP)** – Connects people living in regional, rural and remote NSW with local mental health services and resources. Visit ramhp.com.au to find your local RAMHP Coordinator.
- **Rural Resilience Program** by Department of Primary Industries (DPI) – helping build resilience by linking rural communities, families and individuals with the most appropriate services and information. Visit the DPI website dpi.nsw.gov.au/about-us/rural-support/rural-resilience-program to contact a member of the Rural Resilience Team.
- **Rural Aid Australia** – A tailored counselling program to help with natural disaster resilience building, managing financial stress, preventing and managing stress and other mental wellbeing support. Rural Aid’s counselling program is unique because their counsellors meet face-to-face with farmers and families on-farm where possible or conduct phone counselling sessions. Visit faa.ruralaid.org.au to register, or contact the team on **1300 327 624**.

Other Mental Health Support Services

Rural Counsellor Accessible in Hawkesbury LGA providing free mental health and emotional support for people experiencing psychosocial hardship and suicidal crisis in the rural and remote areas. Please contact: Sharon Aguas/Senior Psychologist or Michael Collina/Manager Contact details: m: **0428 342 866** ph: **(02) 4560 4100** email sharon.aguas@health.nsw.gov.au.

Wesley Mission Youth Support Team can work with young people aged 12-18 who may have been impacted by the floods or are needing some extra help or connection with others. Workers aim to help support young people to establish and build resilience, engagement and connection in their home, school and community. For more information email Wesley Mission on youthhopeintake@wesleymission.org.au or phone **(02) 8887 4862**.

NSW Disaster Recovery Chaplaincy Network – The Disaster Recovery Chaplaincy Network (DRCN) is a non-denominational and multi faith network of chaplains established to assist people in NSW who have been affected by disasters and major emergencies within their communities. Chaplains provide emotional and spiritual support in all circumstances, but particularly when people are distressed or suffering from guilt, grief or loss. Chaplains are available on site in the Flood Recovery Centres or visit www.nswdrcn.org.au to contact the network directly.

Psychological Therapy Services

[Floods Psychological Therapy Services](#) are now available to people who have been **impacted by the recent flooding** in our region.

- Up to 10 free sessions per calendar year are available for individuals, couples or families significantly affected by the 2021 floods (until June 2021).
- NO Centrelink or health care card is needed.
- NO Mental Health Care plan is needed (although a GP may choose to complete one at their discretion)

For more information contact Nepean Blue Mountains Primary Health Network on **(02) 4708 8100** or visit nbmphn.com.au.

Disaster Assistance

Service NSW are providing a one stop shop for people and businesses to access all available recovery services. People can call **13 77 88** or visit service.nsw.gov.au to access the following information:

- Accommodation advice
- Relevant charitable services
- Mental health and wellbeing services
- Support for businesses
- Financial assistance
- Insurance and legal support
- Replacing lost ID

For information on ALL available disaster assistance, please contact the **Disaster Customer Care Service** at **Service NSW** on **13 77 88** or online via service.nsw.gov.au/floods. Financial Assistance for Primary Producers.

Primary producers affected by the floods may be eligible for grants or urgent loans at a concessional interest rate; and transport subsidies for the carriage of livestock, fodder and supplements for dairy cattle.

Funding for primary producer grants, loans and transport subsidies is provided by **NSW Rural Assistance Authority**, raa.nsw.gov.au/disaster-assistance/special-disaster-grants-floods.

The range of measures available to primary producers includes the following;

1. Primary Producer Disaster Recovery Grant: up to \$75,000

Primary producers who have been directly impacted by the recent floods may be eligible for a one-off payment of up to \$75,000. The loan is designed to provide short-term targeted assistance for recovery and reinstatement activities, including salvaging crops and repairs to damaged farm infrastructure (e.g. fencing) and equipment. This is a NSW and Australian Government disaster assistance payment.

Visit Service NSW at service.nsw.gov.au/floods or call **13 77 88** for more information and ask for the Primary Producer Disaster Recovery Grant administered by the **Rural Assistance Authority**.

2. Primary Producer Disaster Recovery Loans: up to \$130,000

Primary producers directly affected by the recent floods and storms, who are in urgent and genuine need of assistance, may be eligible for low interest loans of up to \$130,000.

This low interest rate loan can help a farm business to:

- continue to operate your farm businesses for the next twelve months or until the next income is received
- replace and repair damage caused to the property and associated improvements not covered by insurance.

Visit **Service NSW** at service.nsw.gov.au/campaign/storm-and-flood-assistance-businesses/grants-and-loans or call **13 77 88** for more information and ask for the Primary Producer Disaster Recovery Loan administered by the **Rural Assistance Authority**.

3. Transport Subsidies

A natural disaster assistance transport subsidy is available to eligible farmers who are affected by the recent floods. This subsidy pays for the cost of transporting:

- fodder and/or drinking water (for stock) to an affected property
- of stock to sale or slaughter
- of stock to and from agistment.

Visit Service NSW at service.nsw.gov.au/campaign/storm-and-flood-assistance-businesses/grants-and-loans or call **13 77 88** for more information and ask for the Natural Disaster Transport Subsidy administered by the **Rural Assistance Authority**.

Rural Aid – Emergency Payment

Rural Aid Australia is offering primary producers in current eligible flood affected areas, a special \$1,000 emergency payment to assist during this disaster. Once we have received and verified your details, our team will review and process your application. All approved applications will be paid within 14 working days of submission. **Applications will be accepted until 15 June 2021.**

Visit **Rural Aid** at ruralaid.org.au/flood-recovery-financial-assistance or call **1300 272 624**.

Financial Counselling

The **Rural Financial Counselling Service** has counsellors on the ground ready to assist primary producers in the recovery process. They provide FREE confidential and impartial help and will work with you for up to 3 years or more. They will be able to assist in applying for any government grants or loans that are or will become available as well as creating a plan to return your business to a better position than before the disaster. Call on **1800 940 404** or email ceo@rfcscr.com.au.

Financial Assistance for Small Business

If your business has been affected by recent floods, please contact **Service NSW** to:

- Register with a Business Concierge for ongoing flood assistance and support – call **13 77 88** or request a call-back
- Find disaster assistance available for you
- Access online and over the phone mental health support

Also, we recommend you take photographs of any flood damage at your business as soon as it's safe to do so, to assist in applying for support in the future.

service.nsw.gov.au/campaign/storm-and-flood-assistance-businesses

You can also see details of the flood recovery small business grant, and check if your business will be eligible. See below for more information.

1. Small Business Grant: up to \$50,000

The Disaster Recovery Small Business Grant is a one-off payment of up to \$50,000 designed to provide short-term targeted assistance for recovery and reinstatement of activities including safety inspections, repairs to premises and internal fittings, replacement of stock, repairs to premises and internal fittings, and leasing of temporary premises.

- Funds of up to \$15,000 will be provided to eligible, approved applicants, based on quotes or estimates, without the need to provide evidence of payment at the point of application.
- Evidence including valid tax invoices will be required in relation to the first \$15,000 if the applicant seeks funding from \$15,000 to \$50,000.
- To receive funds of between \$15,000 to \$50,000 applicants will need to submit evidence of payment of the relevant costs at the time of application.

Visit **Service NSW** at

service.nsw.gov.au/transaction/apply-flood-disaster-recovery-small-business-grant to find out if you are eligible, or phone **13 77 88**. This is an Australian Government disaster assistance payment.

2. Small Business Loan: up to \$130,000

Small businesses (or not-for-profit organisations) who have been directly affected by recent floods and storms, may be eligible for low interest loans of up to \$130,000.

This low interest rate loan can help a small business:

- return to its normal level of trading or until the next major income is received within 12 months from the date of disaster
- replace and repair damage caused to your small business and associated improvements not covered by insurance.

Visit **Service NSW** at

service.nsw.gov.au/campaign/storm-and-flood-assistance-businesses/grants-and-loans or call **13 77 88** for more information and ask for the Small Business Disaster Loan administered by the **Rural Assistance Authority**.

3. Fees and Charges Rebate

If you are a sole trader, the owner of a small business or a not-for-profit organisation in NSW, you may be eligible for a small business fees and charges rebate of \$1500.

Eligible businesses or not-for-profits only need to apply for the rebate once, but can submit multiple claims until the full value of \$1500 is reached. The rebate can only be used for eligible fees and charges due and paid from 1 March 2021.

Funds can be used to offset the costs of eligible NSW and local government fees and charges. These include, but are not limited to:

- food authority licences
- liquor licences
- tradesperson licences
- event fees
- outdoor seating fees
- council rates.

Visit **Service NSW** at

service.nsw.gov.au/small-business-fees-and-charges-rebate#eligibility to apply and find out if you are eligible, or phone **13 77 88**.

Other Small Business Financial Assistance

BizRebuild a business-led initiative, developed by **Business Council of Australia**, is offering two vouchers to flood affected (and bushfire affected) small businesses in the Hawkesbury LGA.

The vouchers available are:

- Retooling Voucher - \$2000 to assist with the replacement of damaged business equipment to get the business up and running.
- Business Advisory (legal and accounting) Voucher - \$500 to assist with rebuilding your business. Business advisory services include accounting, financial planning, training and development, IT services, legal services, architectural/interior design services, management consulting, and marketing/web development services.

Email vouchers@bca.com.au to request an application form. Once a complete application is submitted, vouchers will be issued within 3-5 business days. Visit **BizRebuild** at bizrebuild.com.au for more information about what BizRebuild is.

NSW Small Business Commissioner has support services for small business owners who have suffered direct damage to their assets or loss of income following flooding. For information on what supports are available visit smallbusiness.nsw.gov.au or phone **1300 795 534**.

NSW Rural Assistance Authority has urgent loans that are available at a concessional interest rate to eligible small businesses. To learn more about loan assistance call **NSW Rural Assistance Authority** on **1800 678 593** or **(02) 6391 3000**, or email: rural.assist@raa.nsw.gov.au, or visit the website raa.nsw.gov.au/disaster-assistance for more information.

Small Business advice

Western Sydney Business Centre's, Business Connect Program, is providing FREE flood advice to small businesses in Western Sydney who have been impacted by the storms and floods from 10 March 2021. Business Connect advisors can help you to:

- Take the next steps to reopen your business, including developing a business or recovery plan
- Connect you to flood support available from Government, including grants and loans
- Visit you at your business or at a recovery centre

Call the **Western Sydney Business Centre** office on **4721 5011** for assistance or contact Graham Fitzpatrick on **0490 408 103** or email: graham@wsbusiness.com.au.

Non-profit organisation support

Loan assistance is available to churches and voluntary non-profit organisations for the restoration of essential facilities. Visit the **NSW Rural Assistance Authority** website raa.nsw.gov.au/disaster-assistance for more information or call **1800 678 593**.

Sporting clubs support

A grant or a concessional fixed rate loan is available for sporting and recreation clubs and associations for clean-up, removal of debris and/or restoring essential facilities.

To access an application for grant assistance, contact NSW Treasury by email at natural_disasters@treasury.nsw.gov.au.

Financial Assistance for Individuals

1. Disaster Relief Grant for Households and Individuals

If your home or essential household contents were damaged or destroyed in the recent floods and storms, you may be eligible for a **Disaster Relief Grant**. The financial assistance assists people to recover from the effects of a disaster and re-establish a basic standard of living. It is not provided to replace insurance or compensate for losses.

You may be eligible for financial support if the following apply:

- 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.

Visit **Service NSW** at service.nsw.gov.au/floods/financial-assistance or call **13 77 88** for more information and ask for the Disaster Relief Grant administered by Resilience NSW. This is a NSW Government disaster assistance payment available at any time to eligible individuals or households.

2. Disaster Recovery Payment: \$1,000 for adults and \$400 for children

The **Disaster Recovery Payment** is a one-off, non-means tests payment of \$1,000 for adults and \$400 for children, who have been seriously injured, lost their homes or whose homes have been directly damaged, or the immediate family members of a person who has lost their life, as a direct result of the storms and floods. You have until 28 September 2021 to make a claim.

Visit **Services Australia** at servicesaustralia.gov.au/individuals/help-emergency/flooding to find out if you are eligible, or call **180 22 66**. This is an Australian Government disaster assistance payment provided by **Services Australia**.

3. Disaster Recovery Allowance: short-term income support for 13 weeks

The **Disaster Recovery Allowance (DRA)** provides a short-term income support payment to assist individuals whose income has been affected as a direct result of the storms and floods, for up to 13 weeks. This is an Australian Government disaster assistance payment. You have until 28 September 2021 to make a claim.

Visit **Services Australia** at servicesaustralia.gov.au/disaster to find out if you are eligible, or call **180 22 66**. This is an Australian Government disaster assistance payment provided by Services Australia.

Wesley Mission – Financial Counselling

If you have been affected by the recent floods or other financial difficulties, Wesley Mission can provide a trained financial counsellor to assist you with:

- Sort out your insurance and what to do next
- Find and access emergency relief support
- Eliminate stress by advocating on your behalf to creditors
- Access hardship provisions relating to your circumstances

Appointments are free, confidential, and tailored to the individual. They will even come to you, meeting in a local, safe location. Contact **Wesley Mission** on **1300 827 638**.

Financial Assistance for Indigenous Corporations

The **Indigenous Land and Sea Corporation (ILSC)** has established the 2021 East Coast (NSW) Floods Emergency Response Grants Program to support Indigenous corporations. The ILSC program has been established as an emergency response grant for any Indigenous corporation whose property has been directly affected by the floods.

2021 East Coast (NSW) Floods Emergency Response Grants

A grant of up to \$20,000 will be available to assist Indigenous corporations to immediately secure and clean up damaged properties located in declared disaster areas. The grant will also be made available to any Indigenous corporation who is assisting the immediate recovery and clean-up efforts on Indigenous land.

The following groups may be eligible for assistance through the program:

- Indigenous corporations (incorporated) whose property has been impacted by the recent floods in the Hawkesbury and require immediate support to make their property safe to access.
- The Program can only support those affected by floods in NSW since 10 March 2021.
- Indigenous groups, whose core business is land or water-based, who have been deployed (paid or volunteering) to assist the clean-up of damaged Indigenous property.

Indigenous corporations who have been directly impacted by the recent floods and are seeking assistance should contact the ILSC on **1800 818 490** or email centraloffice@ilsc.gov.au. ILSC staff will be available to take enquiries from Monday to Friday during business hours from 9am to 5pm (AEST). Visit ilsc.gov.au for more information.

Practical Support, Vouchers and Food Assistance

Various Food Assistance programs are currently available in the Hawkesbury. Please note this area is constantly changing so please check the Flood Information Page at hawkesbury.nsw.gov.au or call **4560 4444** for up to date information.

Please check the charity organisations below and the other resources that may be of assistance:

Salvation Army

If you have been affected by a recent disaster and are in need of assistance, please call Salvos on **13 SALVOS (13 72 58)** or visit a Recovery Centre/Hub in the Hawkesbury to be referred to The Salvation Army.

St Vincent De Paul

Immediate support is available from **St Vincent De Paul** for those needing emergency assistance. Food and grocery vouchers, clothing, essentials, financial assistance, interest-free loans for household items and emotional support is available. Contact **131 812**.

Wesley Mission

If you have been impacted by the recent floods with property damage, increased expenses, and/or loss of income, and you live or work in the Hawkesbury, you may be eligible for Wesley Mission Emergency Relief.

Wesley Mission Emergency Relief support can include:

- food and clothing vouchers,
- purchase of essential household items and/or
- payment of bills for those experiencing financial hardship.

To apply and check if you are eligible visit wesleymission.org.au/emergencyrelief.

Lions Club

Individuals and Households

The **Lions Club of Richmond** has disaster relief funds available from a National Relief Fund Appeal to assist those affected by the flooding disaster for immediate or longer term needs. Support for individuals/households who have lost white goods and electricals in the floods, can be provided with vouchers to purchase new appliances. Call Roger on **0420 987 842** for more information.

Winmalee Neighbourhood Centre

Winmalee Neighbourhood Centre is supporting those affected by the bushfires and floods with the following resources: Coles, Kmart, Target and fuel vouchers, financial counselling and assistance with electricity, water, and Telstra bills.

Outreach for support is available Wednesdays at Hawkesbury's Helping Hands, Bligh park Community Centre and 299 George Street Windsor.

We want to ensure we are here to give you the support you identify. We will be collaborating with a number of services, if we cannot help you we will provide assisted referral to a service who can.

NDIS Uniting Care Support

If you are currently a participant on the NDIS and have been impacted by the floods in the Hawkesbury, had a major change as a result of the flooding, such as:

- equipment damaged
- or need alternative supports

NDIS Nepean Blue Mountains can assist you with getting the process started. If you need any support please email lacinfo@uniting.org and we will get in touch with you.

Anglicare

Support may be available from Anglicare if you have been impacted by the recent floods and storms. Anglicare can assist with costs for day-to-day expenses such as rent, food and power, a setback such as sickness, loss of a job or an unexpected bill. Anglicare can provide immediate practical assistance and longer-term solutions to help individuals build a more hopeful future. Visit anglicare.org.au or phone **1300 111 278**.

Hawkesbury Helping Hands

If you have been affected by the recent floods/storm you may be eligible for practical assistance, food hampers and vouchers from Hawkesbury Helping Hands. For more information, visit hawkesburyshelpinghands.org.au, or email hello@hawkesburyshelpinghands.org.au or phone **4577 7077** or meet them on Facebook: facebook.com/HawkesburysHelpingHands

Rural Aid

Rural Aid supports and engages with farmers and rural communities to support farmers to recover from disasters when they occur. If you are a flood affected farmer, you may be eligible for:

- **Gift Cards** – A pre-paid Visa 'Country Card' to use as you choose in your local community.
- **Drinking water** – Rural Aid co-ordinates and delivers domestic water into a tank to farmers who have run out of drinking water because of a natural disaster.

Farmers must be registered with Rural Aid to receive this assistance. Visit faa.ruralaid.org.au to register, or contact the team on **1300 327 624**.

Telehealth

Wentworth Healthcare advises that [telehealth has been extended](#) for those in flood-affected areas. Patients who've been affected by floods and aren't able to access their usual GP can utilise telehealth consultations. GPs in disaster areas, can now consult with patients via telehealth without having seen the patient face-to-face in the last 12 months. A list of GPs available for telehealth consultations is available on the Wentworth Healthcare website nbmphn.com.au or call **4708 8100**.

Child Care Support

Families and child care providers impacted by the recent floods may be eligible for assistance from the Australian Government, including mental health support, additional funding for child care providers and exemptions from any Child Care Subsidy (CCS) potential activity test debt for the 2020-21 financial year. Visit dese.gov.au/child-care-package/ccp-resources-providers/help-emergency for more information.

People eligible for a Child Care Subsidy (CCS) may be able to get an additional subsidy from the Australian Government. If you don't already get CCS, you can apply for an additional subsidy at the same time you claim CCS. Your child care service can apply for the Child Wellbeing subsidy on your behalf. The additional subsidies you can apply for are: Grandparent; Transition to Work; Temporary Financial Hardship. To apply, visit servicesaustralia.gov.au/individuals/services/centrelink/additional-child-care-subsidy/how-apply.

Renter Assistance

Assistance with your rental bond or rent costs for those temporarily or permanently displaced call **DCJ Housing Services** on **1800 422 322**.

Renter's rights assistance and advice for those renting a property impacted by a natural disaster [Tenants' Advice & Advocacy Service](#) - tenants.org.au.

Accommodation

Emergency accommodation – is a service provided by Disaster Welfare in the event of a declared disaster. Emergency Accommodation will be assessed and approved on a needs basis through either Disaster Recovery or Resilience NSW in a Recovery Centre.

Temporary accommodation – is a service provided, on assessment of eligibility, 24 hours a day, 7 days a week, 12 months a year. Please call **1800 152 152** for an assessment with Department of Communities and Justice-Housing.

Replacing Lost Documents

Individuals

Birth and Marriage Certificates

The **NSW Registry of Births Deaths & Marriages** can assist with the replacement of Birth, Death and Change of Name certificates, waiving associated replacement fees for Australia and New Zealand born citizens.

Contact **Service NSW** on **13 77 88** or visit nsw.gov.au/births-deaths-marriages.

Property Certificates of Title

Replacement Certificates of Title and plan images are being provided for free for property owners affected by flooding in NSW. Contact **1300 396 076** (regional callers) or **(02) 8776 3575**. For more information visit nswlrs.com.au/About/About/Announcements/132.

Businesses

Businesses affected by a natural disaster may be able to have certain licences and permits replaced free of charge, depending on their circumstances.

Liquor and Gaming NSW

Liquor & Gaming NSW is providing the following support to licensees who have been affected by the floods:

- Replacement copies of destroyed licences and identification cards
- Extensions of interim certificates reaching their 90-day limit
- Replacement signage cost waivers or reductions
- Financial hardship provisions for annual liquor licence fees
- extra assistance for liquor licence applications
- temporary relocation of liquor licences to other premises.

For more information, contact **Liquor & Gaming NSW** on **1300 024 720**, or email contact.us@liquorandgaming.nsw.gov.au, with details of your situation. Include 'Flood assistance' in the subject line.

SafeWork NSW

SafeWork NSW is offering free replacement of some licences, permits and certificates that have been destroyed or lost during the floods. To arrange a replacement, contact **13 10 50**.

Vehicle and vessel registrations and licences

Concessions and refunds are being offered to eligible customers whose vehicles or vessels were damaged in the recent storms and funds.

For detailed information on driving and transport documents, visit the flood assistance hub on the **Service NSW** website: service.nsw.gov.au/floods/driving-and-transport.

NSW Fair Trading

Visit your nearest Service NSW Centre or call **13 77 88** for assistance with the replacement of the following licences and permits:

- home building: contractor, qualified supervisor, tradesperson
- property and real estate
- motor vehicle dealer or repairers
- pawnbrokers and second-hand dealers
- tattoo parlour or tattooist
- owner-builder
- tow truck

Australia Post

FREE mail redirection for up to 12 months is available for affected residents and small business owners living in flood areas. Apply at your **nearest post office** or complete the **online mail redirection application** at auspost.com.au/mrso/assets/files/ApplicationToRedirectMailForm.pdf
For further information phone **13 13 18**.

E-Toll Tag deposit waiver

If your E-Toll tag was lost, damaged or destroyed in the recent floods call **13 18 65** to have your security deposit waived for a replacement E-Toll tag.

Motor Vehicle Stamp Duty Relief

If your motor vehicle was written off during the recent floods, the NSW Government may be able to refund any motor vehicle duty you pay on a replacement vehicle. They may also be able to assist to:

- defer enforcing any fines
- extend your payment deadlines; and allow more time to lodge documents and returns
- agree not to charge interest
- arrange for you to pay any debts to them in instalments

For more information about eligibility and to apply for a refund visit revenue.nsw.gov.au/taxes-duties-levies-royalties/motor-vehicle-duty/relief.

Banking Support

Most banks have a support package in place for small business, primary producers, individuals and households that have been flood affected. Contact your bank to see if you are eligible for grants that may cover:

- Temporary accommodation, food or clothing;
- Waiving of fees; credit card and business loan relief;
- Business grants to cover cost of damaged property, equipment, fencing, or loss of livestock;

Find your bank by visiting ausbanking.org.au; or visit your branch; or call your bank directly to enquire about Disaster Relief packages and grants; and special financial arrangements that may be in place to support you:

- | | |
|-------------------------------------|----------------------------------|
| • NAB customers – 1300 308 132 | NAB business – 1300 769 650 |
| • Westpac customers – 1800 067 497 | Westpac business – 1800 029 749 |
| • CommBank customers – 1800 314 695 | CommBank business – 1800 314 695 |
| • ANZ customers – 1800 149 549 | ANZ business – 1800 252 845 |
| • St George customers – 13 33 30 | |

Business Support – SME Recovery Loan Scheme

The Australian Government's **SME Recovery Loan Scheme** designed as an economic response to the Coronavirus, is now available to flood-affected businesses. The SME Recovery Loan Scheme was designed to help businesses that were on JobKeeper during the March quarter and has been extended to flood-affected businesses. Flood affected businesses with a turnover of less than \$250 million will be able to access loans of up to \$5 million over a term of up to 10 years and to also be offered up to 24 month repayment holidays. Contact your bank for more information.

Insurance

Insurance Council of Australia

The **Insurance Council of Australia (ICA)** has declared a catastrophe for large parts of NSW following storms and floods. The declaration will assist in prioritising the insurance industry's response for affected policyholders and 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 on making an insurance claim, visit insurancecouncil.com.au or phone the ICA hotline on **1800 734 621**. **Note:** Claims cannot be made via the hotline.

All flood-impacted households and businesses will receive assistance, regardless of insurance status. Property owners don't need to wait for the insurance assessor to arrive to start clean-up.

NSW Small Business Commissioner

The **Small Business Commissioner** has an insurance claim quick guide for small businesses who have been affected by disaster or disruption. The quick guide can help businesses through the claims process to get paid quickly and smoothly. Visit smallbusiness.nsw.gov.au/get-help/advocacy/quick-guide-making-insurance-claims for more information.

Legal Support

LawAccess NSW

Contact **LawAccessNSW** to discuss legal support that may be available from Legal Aid NSW, Community Legal Centres and other free legal assistance services in your area. Visit LawAccess at lawaccess.nsw.gov.au or call on **1300 888 529**.

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 disasterhelp.legalaid.nsw.gov.au/how-we-can-help or phone **1800 801 529** 9am to 5pm Monday to Friday.

Western Sydney Community Legal Centre (WSCLC)

WSCLC offers free information, referrals and legal advice on insurance claims, disaster related legal issues and many other general legal problems. You can make a legal enquiry by visiting the website at wsclc.org.au.

Tax Assistance

Revenue NSW

Businesses affected by natural disasters can contact **Revenue NSW** to discuss the assistance available to help with payroll tax. Call **1300 139 815** to find out more.

Help from ATO

ATO is helping business owners who are facing problems meeting tax obligations due to flooding by allowing extra time for paying debts or lodging tax returns, depending on the circumstances. Visit the ATO website ato.gov.au/General/Dealing-with-disasters/In-detail/Specific-disasters/Floods or call **1800 806 218**.

Business Recovery Resources

Business Guide to Recover from Disaster

The **NSW Small Business Commissioner** has a business guide to assist with small businesses recovering from a disaster. The Get Back to Business guide provides step-by-step guide and information to help businesses from the moment the disaster hit, to the days, weeks and months ahead. Visit smallbusiness.nsw.gov.au/resources/get-back-business-guide-recovering-disaster to download the guide.

Business Continuity Plan

The **Business Continuity Plan from the NSW State Emergency Service** can guide small businesses with planning for emergencies to help reduce damage and costs following a natural disaster. Visit sesemergencyplan.com.au/business for a copy of the guide.

Telco Support

If you are a Telstra, Optus or Vodafone customer experiencing property damage, loss of service, or any flood related hardship, you may be eligible to relief including free calls, call diversions, and account credit.

Telstra

If you have been affected during the recent floods and live in the Hawkesbury and Surrounds, assistance can be arranged if you are a customer of Telstra, you may be eligible for support:

Short term measures

- Free use of Telstra public payphones in the affected areas
- Free call diversion from an affected fixed home or business phone to another fixed or mobile service of your choice regardless of carrier
- 25GB data pack for post-paid mobile customers (30 day expiry, not transferrable to another service)
- 25GB data and free calls for pre-paid mobile customers (30 day expiry, not transferrable to another service)

Long term measures

- Free call diversion from the customer's Telstra fixed phone service to another Australian fixed or mobile service of their choice, regardless of the carrier. This offer is applicable for a maximum period of 6 months from the date of the disruption.
- In addition, Telstra will apply a one-off credit up to the value of \$500 inc. GST to the customer's Telstra fixed phone account to help cover the costs of the following, if required:
 - Connection of a Telstra fixed phone service at one temporary residence
 - Re-connection of a Telstra fixed phone service at the customer's original permanent premises

Contact **Telstra** on **1800 888 888** for more information or visit telstra.com.au/aboutus/community-environment/disaster-relief-discovery.

Optus

Optus has confirmed that it will extend special support to customers who have been displaced or affected by the recent floods, with help and options to be determined by each customer's specific circumstances. If you are an Optus customer call **1800 507 581** a dedicated customer number specifically for flood and storm assistance. Impacted customers can also request support via the **MyOptus** app or the **Optus Yes Crowd** online forums.

Contact **Optus** on **1800 507 581** for more information.

Vodafone

Vodafone is offering a series of relief measures to customers in flood affected areas. Impacted postpaid and prepaid customers are eligible for the following:

- 10GB of bonus data for customers in evacuated areas (redeem by calling 1555 or speaking with Vodafone live chat)
- Data-free access to emergency websites
- Access to Vodafone's financial hardship options

If you're a Vodafone customer, you can also access selected emergency services and news websites without using your plan's data.

Data-free websites include:

- rfs.nsw.gov.au
- bom.gov.au
- abc.net.au
- livetraffic.com
- disasterassist.gov.au
- redcross.org.au
- emergency.nsw.gov.au
- ses.nsw.gov.au

Endeavour Energy assistance

Endeavour Energy has announced a customer assistance package for those in flood affected areas, including free inspections of meter boards causing disconnections and follow-up on private powerline defects. Visit endeavourenergy.com.au/outages for more information or call **131 003**.

Clean Up and Re-building Support

Pump Out Services

Residents and commercial properties requiring an extra pump out can contact Staples by phone on **(02) 9457 8777** or via email at office@premierpumpouts.com.au. Email needs to state which type of service (emergency or additional), address, contact name and phone number.

Residential

Emergency Services within 4 hours cost is \$174.97

Additional Service (within 24 hours) cost will be \$139.35

Owner or managing agent only to request this service.

Commercial

Emergency Service within 4 hours cost will be \$174.97 plus \$23.95 per 1000 litres (min volume 2500 litres)

Additional Service (within 24 hours) cost will be \$139.35 plus \$23.95 per 1000 litres (min volume 2500 litres)

Owner/Managing agent or Tenant can request this service

Pumps

Hawkesbury residents, who need to reinstall pumps along the river, will need to seek approval to temporarily install a pump in the first instance. The authorising agency is the Natural Resources Access Regulator. The link below shows the current emergency arrangements in place.

industry.nsw.gov.au/natural-resources-access-regulator/licensing-and-approvals/emergency-works-exemption

Turf Farmers and Irrigation

Recent flooding across the Hawkesbury has caused significant damage to turf farms in the region. Resilience NSW, is working with Hawkesbury Council and Turf Australia to ensure owners and operators of turf farms are supported through recovery.

Immediate Restoration of Irrigation Pumps

All works within the bed and bank of a watercourse, and on waterfront land, require a Controlled Activity Approval (CAA) from the Natural Resources Access Regulator (NRAR), unless an exemption applies.

Exemptions

Advice from NRAR and WaterNSW is that turf farmers who have structures approved by NRAR or WaterNSW under a Water Supply Work Approval will be able to undertake minor works to stabilise the river bank to reinstate water pumps under one of the following exemptions.

- Clause 33, maintenance of existing lawful works, for example, bank revetment, pump and platform, pump hole, dam, etc
- Clause 34, repair and restoration work after storms

Where exemptions will not be permitted

Circumstances where the exemptions will not apply under Clause 33 or Clause 34 will be where there was potential non-compliance.

Potential non-compliance under Clause 33

- The original structure was not lawfully constructed, e.g. was not approved by either NRAR or WaterNSW or Council, etc.
- The structure is not the same as the originally approved structure, meaning there was never a pump platform located there
- The structure is an addition, enhancement or expansion to what was previously there

Potential non-compliance under Clause 34

- Same as those listed under Clause 33 non-compliance issues above, or,
- Works involve activity other than removal of detritus deposited as a result of the storm, e.g. new bank stabilisation measures

For more information about Controlled Activities visit industry.nsw.gov.au/water/licensing-trade/approvals/controlled-activities. If you have any questions about whether your proposed works are a lawful exemption under the Water Management Act 2000 please phone the Natural Resources Access Regulator on **1800 633 362** or email nrar.enquiries@nsw.gov.au

Riverbank Stabilisation

A Development Consent is currently required for all works beside rivers, water courses and alike, these types of works are considered a controlled activity by the Natural Resources Access Regulator (NRAR) who are responsible for all controlled activity approvals for work carried out in, on or beside rivers, lakes and estuaries information can be found on their web page:

industry.nsw.gov.au/natural-resources-access-regulator

In the instance where the works are considered to be emergency work; NRRA may issue an exemption for the works to be undertaken.

What is an emergency work?

It is a work carried out urgently, as a direct result of an **emergency event**, to remove groundwater or overland flow water for the purpose of reducing a significant risk to:

- i. public health or safety
- ii. the environment, including groundwater systems
- iii. infrastructure or the construction of infrastructure.

It would include, for example, the removal of water from an excavation that had to be dug to fix a burst water supply pipe or sewer pipe Information can be found here:

industry.nsw.gov.au/natural-resources-access-regulator/licensing-and-approvals/emergency-works-exemption

The exemption permit does need to be issued prior to undertaking the emergency works. Email contact: nrar.enquiries@nrar.nsw.gov.au

Livestock and Animal Welfare

Department of Primary Industries

The **Department of Primary Industries** (DPI) and **Local Land Services** (LLS) are providing assistance to landholders and communities with animal welfare-related issues resulting from the floods, including:

- 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
- Care of animals in evacuation centres.

Phone the **Agricultural and Animal Services Hotline** on **1800 814 647**.

Fodder for Livestock

1. Lions Club are providing emergency fodder to support farmers affected by the recent floods. For more information and to apply for assistance visit the Lions Club Need for Feed Disaster Relief page and complete the application needforfeed.org/apply-for-assistance.html.
2. Rural Aid sources and delivers fodder for primary producers for all types of livestock big and small, from cows right through to bees. Register with www.faa.ruralaid.ogr.au/farmer-registration or contact 1300 327 624. Farmers must be registered to receive aid assistance.

Carcass Disposal

Landholders should phone **Service NSW** on **13 77 88** or **Hawkesbury City Council** on **(02) 4560 4444** and seek assistance under the NSW storm and flood clean-up program for carcass disposal.

NSW Land Registry Services

NSW Land Registry Services will make title searches, replacement Certificates of Title and plan images free for property owners affected by flooding in NSW.

Property searches and plans can assist landholders with insurance claims and development applications to council, as well as provide peace of mind regarding land ownership in the aftermath of natural disasters. Contact Centre on **1300 396 076**.

Flood Damage Waste

Flood Damage Waste will be accepted at the Waste Management Facility free of charge but you must book. Charges apply for other waste that is not flood waste. Bookings can be made online at hawkesbury.nsw.gov.au or by calling Customer Service **4560 4444**.

If you would like to request a skip bin delivery or collection or assistance with clean up. You can also book online at hawkesbury.nsw.gov.au.

Hazardous Waste

For more information on removing hazardous materials and chemicals, visit epa.nsw.gov.au.

Asbestos Removal

It is legal to remove flood damaged asbestos yourself, although it is strongly recommended it is removed by a licensed removalist.

- For advice on removal, transport and disposal of asbestos waste materials, including how to keep safe when removing it yourself, visit asbestos.nsw.gov.au or phone the **Environment Protection Authority Pollution Line** on **131 555**.
- Licensed asbestos removalists operating in the Hawkesbury can be found on the **SafeWork NSW** website safework.nsw.gov.au/asbestos-and-demolition-licence-holders or phone **13 10 50**.

Fake Tradies

Fake tradies often appear after disasters such as bushfires, floods and storms. They may try to take advantage of you if you are cleaning up or repairing your property, and offer to do jobs like driveway resurfacing, branch removal or roof repairs at cheap rates.

You can check Tradies business registration/trade licence online at fairtrading.nsw.gov.au/help-centre/online-tools/home-building-licence-check or by phone on **13 32 20**

If you are approached by someone you suspect to be a con man, call the national hotline on **1300 133 408** (8:30 am to 5:00 pm, Monday – Friday) or visit scamwatch.gov.au/report-a-scam.

Donated Goods

GIVIT, a national online non-profit organisation matches donors and community organisations to make sure people and communities get exactly what they need, when they need it.

GIVIT captures offers of goods, volunteering and services online, removing the burden on organisations to collect, sort, store and dispose of donations they do not need. This allows organisations to focus on delivering their core community service, significantly reducing the administrative and financial cost of managing offers of help.

Unrequested donations hinder recovery efforts. Please do not drop donations into the affected areas. At this crucial time, it is important to not overwhelm on-the-ground charities.

Please check GIVIT's website over the coming days and weeks to see exactly what is needed.

GIVIT's website givit.org.au is an easy, quick and efficient way of donating directly to people in need without overwhelming charities on the ground.

- Licensed asbestos removalists operating in the Hawkesbury can be found on the **SafeWork NSW** website safework.nsw.gov.au/asbestos-and-demolition-licence-holders or phone **13 10 50**.

Bushfire Recovery Support

We acknowledge that some of our community are still recovering from the 2019/20 bushfires and may have been further impacted by flooding.

Please be aware that assistance with Bushfire Recovery is still available from:

Service NSW

If you were impacted by the 2019/2020 bushfires, please contact the Service NSW Disaster Customer Care Service to find out if you are still eligible for assistance. A Customer Care Officer will be able to help you navigate the support and financial assistance available across all levels of government.

Service NSW provides a single point of contact for individuals, households and businesses, available over the phone, online or in-person.

Phone **13 77 88** Or visit service.nsw.gov.au for locations of Service NSW centres.

Resilience NSW

Individuals who were impacted by the bushfires may be eligible for relief grants for :

- Damage to homes and/or essential household items
- Limited financial resources
- Individuals with no insurance for essential household items and/or structural repairs to the home.

Enquiries should be directed to the Resilience NSW Disaster Welfare Assistance Line (DEWAL) on **1800 018 4444**.

Step by Step Bushfire Recovery Services

Provide practical, emotional and holistic support including helping you navigate financial assistance still available if you were affected by the fires

Call Anne on **0417 298 832** or email stepbystep@gatewayfamilyservices.org.au.

Winmalee Neighbourhood Centre Bushfire Recovery

Morna 02 4754 4050 : Providing practical and financial assistance (includes vouchers, assistance with utilities and No Interest Loans). wincentre@tpg.com.au

Salvos National Bushfire Recovery Services

Karen 0429 549 494 : Assistance with practical needs, goods and grants.
Karen.quinn@salvationarmy.org.au

Australian Red Cross Community Recovery

Bronwyn 0409 796 682 : Supporting communities to increase their capacity in preparedness, response and recovery. breed@redcross.org.au

Department of Primary Industries (DPI)

Anthea 0409 440 297 : Providing rural land holders, primary producers and rural communities with practical and personal support to help you manage your recovery, link with services and assist you in decision making and future planning.

Anthea.chapman@dpi.nsw.gov.au

Visit dpi.nsw.gov.au/climate-and-emergencies/floods/current-situation for more information.

The **Natural Disaster Assistance Guide for Primary Producers** is here:

dpi.nsw.gov.au/_data/assets/pdf_file/0010/1309942/Natural-disaster-assistance-guide-for-primary-industries.pdf

Hawkesbury Landcare Network

Katherine **0410 616 139**: Providing support to bushfire affected properties including advice on post-fire land management and conservation. landcare@hrcc.nsw.gov.au

Moneycare Financial Counselling

Kathy **0447 682 715** and Ja Davis **0438 556 133**: Financial counselling, support and advocacy.

Kathleen.pettitt@salvationarmy.org.au jadavis@salvationarmy.org.au

Rural Financial Counselling Service NSW Bushfire Recovery Financial Counsellors

Dev **1800 940 404**: Support to assess your current situation and work with you towards a plan for recovery.
ceo@rfcscr.com.au

Nepean Blue Mountains Primary Health Network

Nepean Blue Mountains Primary Health Network has Community Wellbeing Grants for individuals directly impacted by the 2019/20 fires. You can apply for up to \$1000 to conduct a community activity in your area. Info at nbmphn.com.au/CommunityGrants



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Windsor NSW 2756
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