

22 January 2025

Natural disaster assistance guide for primary producers

NSW Severe Weather and Flooding - Category B Declarations (AGRN 1129, 1149, 1157 and 1170)

The impact of natural disasters can affect primary producers beyond their own resilience levels, requiring assistance to recover personally and financially.

NSW Department of Primary Industries and Regional Development (NSW DPIRD) and Local Land Services (LLS) coordinate and provide assistance, resources and advice to landholders and primary producers including commercial fishers, aqua culturists, foresters and other industries impacted by a declared natural disaster event.

DPIRD provides information, resources and support on climate & emergency response and recovery for NSW primary producers. Visit www.dpi.nsw.gov.au/emergencies/bushfires or www.lls.nsw.gov.au/help-and-advice/emergency-management/bushfires to stay up to date.

Emergency Assistance for Agriculture and Animals

Phone: 1800 814 647

During an active emergency response primary producers and rural landholders impacted by natural disasters can request assistance for animal welfare related issues including:

- emergency fodder
 - emergency stock water (where there is an immediate animal welfare concern)
 - animal assessment and veterinary assistance
 - stock euthanasia and burial
 - livestock feeding and management advice and care of animals including pets and companion animals in evacuation centres.
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Reporting damage

- The primary industries natural disaster damage assessment (PiNDDA) survey is a simple online survey which farmers, NSW Department of Primary Industries and Regional Development (DPIRD) and Local Land Services (LLS) staff, and agricultural industry representatives can use to record damage to primary production and animals from natural disasters such as floods, fires and storms.

- This source of “ground truth” information helps the Government and communities understand the scale and regional distribution of the impact of a disaster on agriculture and target resources and assistance in an area.
- Complete a damage assessment report at www.dpi.nsw.gov.au/emergencies/emergency/community/primary-industries-natural-disaster-damage-survey



Declared Natural Disasters

Disaster declarations are issued by the NSW Government and incorporate an Australian Government reference number (AGRN). The list of Local Government Areas (LGAs) that have been impacted by a natural disaster can be found at: www.nsw.gov.au/disaster-recovery/natural-disaster-declarations.

When a natural disaster declaration is made for an LGA affected communities and individuals can access a range of special assistance measures. For explanation of natural disaster categories please visit: www.raa.nsw.gov.au/disaster-assistance/declarations.

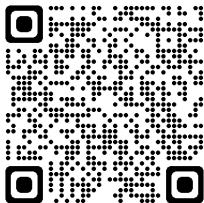
Emergency assistance

Assistance	Contact
Any life-threatening emergency	Call 000
Agriculture and Animal Services Hotline (Emergency Assistance for Agriculture and Animals)	<p>Phone: 1800 814 647 (only operates during an active emergency)</p> <p>The NSW Department of Primary Industries and Regional Development (DPIRD) and Local Land Services (LLS) assist landholders and communities with animal welfare related issues including:</p> <ul style="list-style-type: none"> • emergency fodder • emergency stock water (where there is an immediate animal welfare concern) • animal assessment and veterinary assistance • stock euthanasia and burial • livestock feeding and management advice and • care of animals including pets and companion animals in evacuation centres.

Assistance	Contact
Evacuation Centres	<p>Information on how to find an evacuation centre in an emergency, what services are available and what to expect.</p> <p>Website:</p> <p>https://www.nsw.gov.au/emergency/prepare/how-to-find-an-evacuation-centre</p>

Primary producer support agencies – after emergency

Assistance	Details	Contact
Local Land Services	<p>Local Land Services is a regional-focused NSW Government agency delivering quality customer services to farmers, landholders and the wider community.</p> <p>We help people make better decisions about the land they manage and assist rural and regional communities to be profitable and sustainable into the future.</p> <p>We connect people with groups, information, support and funding to improve agricultural productivity and better manage our natural resources. Our experienced staff can answer questions on issues including</p> <ul style="list-style-type: none"> • agricultural production • biosecurity • natural resource management • help during emergencies. <p>We can support you with information and resources to:</p> <ul style="list-style-type: none"> • improve your agricultural productivity • control declared pests and meet your legal obligations 	<p>Phone: 1300 795 299</p> <p>Website: www.lls.nsw.gov.au/</p> 

Assistance	Details	Contact
	<ul style="list-style-type: none"> manage and improve our natural resources. 	
Rural Assistance Authority	<p>The NSW Rural Assistance Authority (RAA) provides tailored access to loans, grants, rebates and subsidies for primary producers and small business operators.</p> <p>If natural disasters are widespread and extremely severe, the NSW and Australian Governments may jointly announce the provision of grants. Such grants rely on the declaration of a natural disaster.</p> <p>If established, natural disaster recovery grants provide immediate relief to eligible primary producers, small businesses and non-profit organisations, for clean-up and restoration costs in the aftermath of extreme natural disasters.</p>	<p>Phone: 1800 678 593</p> <p>Email: rural.assist@raa.nsw.gov.au</p> <p>Website: www.raa.nsw.gov.au/disaster-assistance</p> 
Rural Financial Counselling Services	<p>Rural Financial Counselling Services (RFCS) is a free and impartial financial counselling service to help with financial planning and applying for assistance.</p> <p>The northern region extends from Greater Sydney to the QLD border and west to Moree Plains; the southern/central region covers the rest of NSW.</p>	<p>RFCS NSW Northern Region</p> <p>Phone: 1800 344 090</p> <p>Website: www.rfcsnr.org.au</p> <p>RFCS NSW Southern/Central</p> <p>Phone: 1800 319 458</p> <p>Website: www.rfcsnsw.com.au</p>
Recovery Services and Assistance Points	<p>If you have been affected by a natural disaster, help is available.</p>	<p>Phone: 13 77 88</p> <p>Website: www.service.nsw.gov.au/services/recovery-centres</p>

Financial assistance - Primary Producers

Federal and NSW Government assistance for primary producers

Assistance	Details	Contact
Farm Household Support	<p>A payment for farming families facing hardship.</p> <p>Eligible industries:</p> <p>Agricultural, horticultural, pastoral, apicultural or aquaculture industries.</p>	<p><u>Farmer Assistance Hotline</u></p> <p>Phone: 132 316</p> <p>Website: <u>www.servicesaustralia.gov.au/individuals/services/centrelink/farm-household-allowance</u></p>
Small Business Support	<p>A list of available support for small businesses as a result of the floods.</p>	<p>Website: <u>www.smallbusiness.nsw.gov.au/get-help/featured/nsw-small-business-storms-and-flood-support</u></p>
Drought Infrastructure Fund	<p>The Drought Infrastructure Fund supports farmers through a long term, low interest rate loan scheme to invest in permanent on-farm infrastructure to improve productivity, manage adverse seasonal conditions and ensure long term sustainability.</p>	<p>Rural Assistance Authority</p> <p>Phone: 1800 678 593</p> <p>Website: <u>www.raa.nsw.gov.au/loans/dif</u></p>
Drought Ready and Resilient Fund	<p>The Drought Ready and Resilient Fund helps primary production enterprises increase their self-reliance, sustainability and resilience to manage drought.</p> <p>The fund includes low interest loans of up to \$250,000, for a 5-10 year period.</p>	<p>Rural Assistance Authority</p> <p>Phone: 1800 678 593</p> <p>Website: <u>www.raa.nsw.gov.au/loans/drrf</u></p>
Natural Disaster Transport Subsidy	<p>The Natural Disaster Transport Subsidy is available to eligible farmers who are affected by a declared natural disaster event.</p> <p>This subsidy pays for the cost of transporting: fodder and/or water to an affected property; stock to sale</p>	<p>Rural Assistance Authority</p> <p>Phone: 1800 678 593</p> <p>Website: <u>www.raa.nsw.gov.au/disaster-assistance/natural-disaster-transport-subsidy</u></p>

Assistance	Details	Contact
	or slaughter; stock to/from agistment.	
Natural Disaster Relief Loans	Primary producers, small business operators, sporting and recreation clubs and associations and non-profit organisations in disaster declared local government areas (LGAs) may apply for a concessional loan to support rapid recovery.	Rural Assistance Authority Phone: 1800 678 593 Website: https://www.raa.nsw.gov.au/disaster-assistance/ndrl
SafeWork small business rebate	If you are a small business owner in NSW, this \$1,000 rebate will help you purchase safety items to improve work health and safety for you and your workers.	Safe Work NSW Phone: 13 10 50 Website: www.nsw.gov.au/grants-and-funding/1000-safework-small-business-rebate

Financial assistance-general

Federal and NSW Government Assistance

Assistance	Details	Contact
Australian Government	Help for people directly affected by a natural disaster in NSW, such as fires, storms or floods.	Services Australia Phone: 180 22 66 Website: www.servicesaustralia.gov.au/natural-disaster
NSW Government and Transgrid	The NSW Government will provide a support package to residents and small-to-medium businesses impacted by the electrical outage in the Broken Hill and Central Darling Local Government Areas, and the Far West Unincorporated Area.	Website: https://www.service.nsw.gov.au/transaction/support-for-far-west-residents
Disaster Relief Grant	If your home or essential household items were damaged or destroyed by	Website:

Assistance	Details	Contact
	<p>a natural disaster, you may be eligible for the Disaster Relief Grant.</p> <p>The grant helps with the cost of:</p> <ul style="list-style-type: none"> replacing essential household items essential structural repairs, or full rebuilds for properties that are unable to be lived in. 	https://www.service.nsw.gov.au/transaction/apply-for-the-disaster-relief-grant


Other government support agencies and assistance

Assistance	Details	Contact
Storm and flood customer care service	Service NSW is here to help people and businesses impacted by severe storms and floods	Phone: 13 77 88 https://www.service.nsw.gov.au/floods
Farm Relief Tool	The Farm Relief Tool connects farmers with Australian Government financial assistance and community support to help prepare for, and recover from drought, natural disaster or biosecurity events.	Website: https://www.ric.gov.au/farm-relief-tool
Disaster Assistance Finder	Service NSW - Complete our online questionnaire to receive a personalised list of available programs and services.	https://disasterassistance.service.nsw.gov.au/
Office of the NSW Small Business Commissioner	Small Biz Connect is a personalised and highly subsidised business advisory program for small businesses in NSW, including agribusinesses.	Phone: 1300 134 359 Website: www.nsw.gov.au/topics/business-advice-and-support/about-business-connect
Australian Taxation Office	The ATO also offers assistance with meeting tax obligations for businesses impacted by floods.	Phone: 1800 806 218 Website: www.ato.gov.au/General/Dealing-with-

		disasters/In-detail/Specific-disasters/Floods/
Recovery Connect and Disaster Assist	National Emergency Management Agency is helping Australia prepare and recover from disasters. The agency provides national leadership and strategic coordination in long-term disaster recovery, resilience, and risk reduction.	National Emergency Management Agency (NEMA) Website: https://nema.gov.au/#/map Website: www.disasterassist.gov.au
Disaster Response Legal Service NSW	Free legal assistance for NSW residents affected by a disaster.	Phone: 1800 801 529 Website: www.disasterhelp.legalaid.nsw.gov.au/
Emergency Accommodation	Contact Service NSW	Phone: 13 77 88 Website: https://www.nsw.gov.au/emergency/recovery/temporary-housing
Temporary Accommodation	Visit your local Recovery Assistance Point:	Find your nearest Recovery Assistance Point: https://www.service.nsw.gov.au/services/recovery-centres Email (if Recovery Centre is unavailable): housingtaskforce@reconstruction.nsw.gov.au Website: https://www.nsw.gov.au/emergency/recovery/temporary-housing
Motor vehicle stamp duty relief	Financial assistance for eligible motorists whose cars have been written-off as a result of declared natural disasters.	Office for State Revenue Phone: 1300 139 814 Website: www.revenue.nsw.gov.au/taxes-duties-levies-royalties/motor-vehicle-duty/relief

Animal welfare and management

Assistance	Details	Contact
Local Land Services	On-going technical support including on-going livestock feeding advice.	Phone: 1300 795 299 Website: www.lls.nsw.gov.au/

Stock problems after a flood	Key information on looking after stock following a flood.	Website: www.dpi.nsw.gov.au/emergencies/emergency/community/after-an-emergency/stock-problems-after-flood
Feed Cost Calculator	Calculate and compare protein, energy, and other components for different mixes of livestock feeds. You can use the calculator online or download the app “Drought & Supp Feed Calculator”	Website: www.dpi.nsw.gov.au/animals-and-livestock/nutrition/costs-and-nutritive-value/feed-cost-calculator 
Integrity Systems	Assistance with emergency NVDs, LPA advice and NLIS transfers.	Phone: 1800 683 111 Email: support@integritysystems.com.au Website: www.integritysystems.com.au/
Dairy support	Contact Dairy NSW	Phone: 0407 434 073 Email: info@dairynsw.com.au Website: www.dairyaustralia.com.au/dairynsw
Wildlife	Contact your local rescue group.	Website: www.environment.nsw.gov.au/topics/animals-and-plants/native-animals/helping-wildlife-in-emergencies

Other assistance

Assistance	Details	Contact
Emergency mental health support	If you or someone else is in immediate danger, call 000 or go to your nearest hospital emergency department.	Phone: 000
Need Help Now? Having a tough time and need someone to talk to right now? The following services	Lifeline	Phone: 13 11 14
	Suicide Call Back Service	Phone: 1300 659 467
	Beyond Blue	Phone: 1300 224 636

<p>are there to listen and help you out.</p> <p>They are confidential and available 24/7</p>		
	Mental health hotline (NSW Health 24/7)	Phone: 1800 011 511
	13 YARN (indigenous led crisis support)	Phone: 13 92 76
	Mensline	Phone: 1300 789 978
	Domestic Violence	Phone: 1800 737 732
	Kids Helpline (to 24 years old)	Phone: 1800 551 800
Rural Adversity Mental Health Program (RAMHP)	RAMHP provides a range of information services to individuals, communities and service providers to link rural and remote people to the help they need.	<p>Website:</p> <p>www.ramhp.com.au/find-ramhp-coordinator/</p>
Stay Afloat	A program dedicated to improving the mental health and wellness of the Australian seafood industry.	<p>Phone: 0408 008 344</p> <p>Website: www.stayafloat.com.au/</p>
Online resources	<p>Head to Health</p> <p>An Australian Government website that offers multiple ways of searching for digital mental health resources.</p>	<p>Website:</p> <p>www.headtohealth.gov.au/</p>
	BeyondBlue	Website: www.beyondblue.org.au/
	Podcast about disasters, trauma, and mental health.	Website: www.crrmh.com.au/get-help-now/self-help-resources/podcasts/disasters-trauma-mental-health/

Charities and other support

Assistance	Details	Contact
GIVIT is the NSW Government lead charity in co-ordinating donations	If you have been impacted by a disaster and require donated goods or services.	To register for assistance or donate. Website: www.givit.org.au/
Rural Aid	Rural Aid provides critical support including water, fodder (hay), financial and counselling assistance to help farmers (primary producers) who endure natural disasters.	Phone: 1300 327 624 Website: www.ruralaid.org.au/
Lions Need for Feed	Donated fodder available through Lions. Register through website.	Website: www.needforfeed.org
Blaze Aid	Rebuild fences and other structures that have been damaged or destroyed.	Phone: 0418 990 267 Email: admin@blazeaid.com.au Website: www.blazeaid.com.au/
The Salvation Army	Generic contact details	Phone: 13 72 58 Website: www.salvationarmy.org.au/
St Vincent de Paul	Assistance with food & groceries, clothing, blankets & essentials. Bill assistance, interest free loans for household items & referral to other crisis providers.	Phone: 13 18 12 Website: https://www.vinnies.org.au/nsw/find-help/disaster-recovery
Red Cross	Practical help and resources to use before, during and after emergencies.	www.redcross.org.au/emergencies/
Aussie Hay Runners	Support with transporting fodder in emergencies	Contact: Linda Widdup Phone: 0421 972 332

Assistance	Details	Contact
		Email: aussiehayrunners@gmail.com Facebook: @aussiehayrunners
GIVIT is the NSW Government lead charity in co-ordinating donated items	If you have been impacted by the floods and require donated goods or services, or wish to pledge donated goods, services, or cash, please register.	To register for assistance or donate. Website: www.givit.org.au/

Check direct with charities for up to date information on support available.

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