



Finding help after a natural disaster: A guide for primary producers



Rural
Recovery
Support
Service



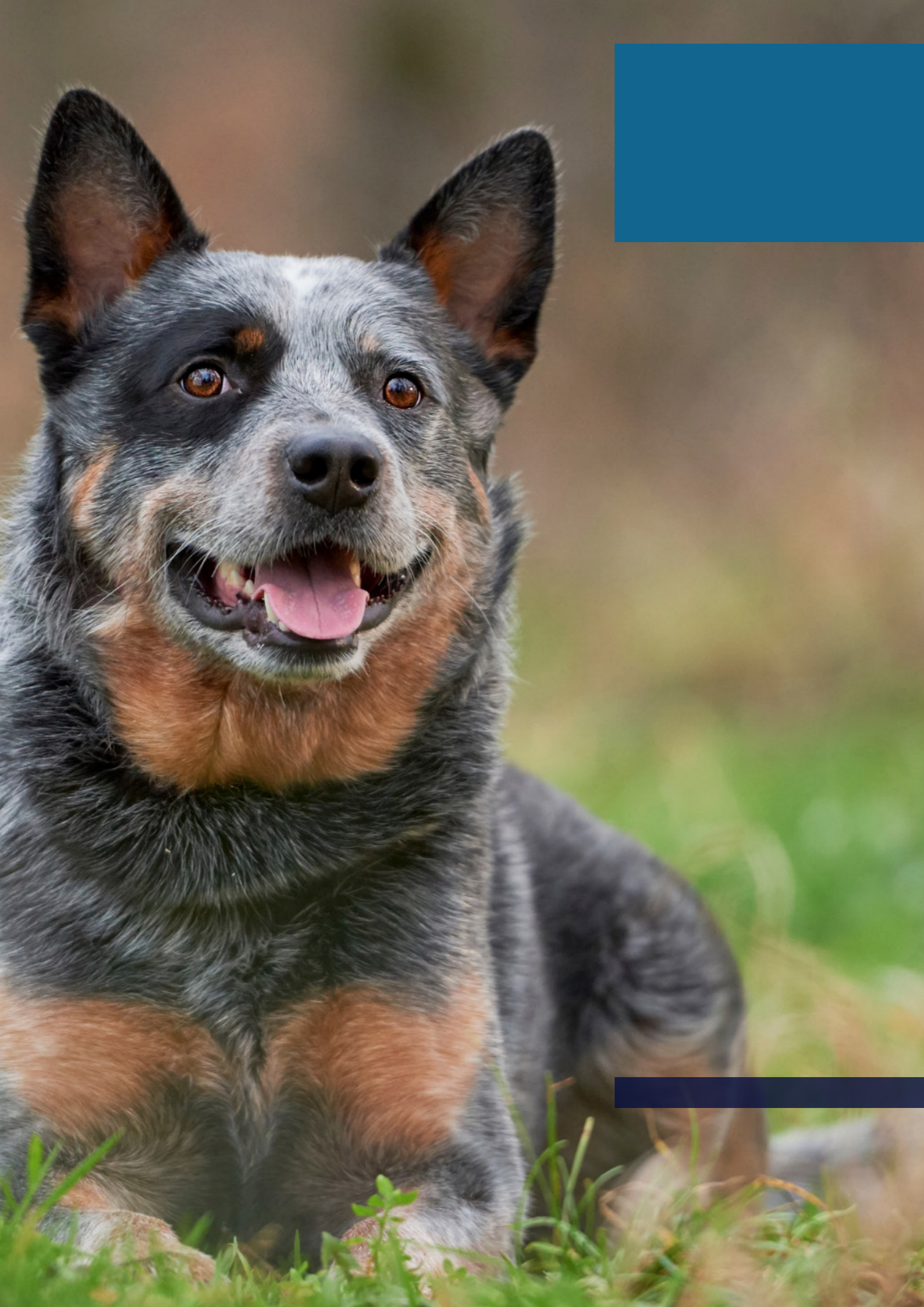
If you've been affected by a natural disaster, there's support and services to help you.

This document serves as an essential guide for Primary Producers, offering direction on how to locate and access the assistance and resources available following natural disasters like fires and floods.

We encourage you to check directly with each service listed for up-to-date information on support available.



NATURAL DISASTERS



If you have been impacted by a natural disaster, you may be eligible for disaster relief assistance and support from Government and Charities. Please note that financial aid or farm assistance is not always guaranteed when events occur.

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 more information and explanation of natural disaster categories please visit:

[Declared natural disasters](#)

[Disaster Recovery Funding Arrangements \(DRFA\) Assistance -](#)

[Categories explained](#)

Storm and Flood Programs

[RAA storm and Flood Programs](#)



EMERGENCY ASSISTANCE



ANIMAL MANAGEMENT ADVICE AND RESOURCES

ASSISTANCE	DETAILS	CONTACT
Any life-threatening emergency	If you or someone else is in immediate danger call 000 or go to your nearest hospital emergency department	Phone: Triple Zero (000)
Agriculture and Animal Services Hotline (Emergency Assistance for Agriculture and Animals) Note: this service only operates during an active emergency response	The NSW Department of Primary Industries (DPI) and Local Land Services (LLS) provide assistance to landholders and communities with animal welfare related issues including: <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 	Phone: 1800 814 647 Website: https://www.nsw.gov.au/news/agricultural-and-animal-services-hotline
Disaster Relief Assistance	Evacuation centres, disaster welfare points, register to find & reunite family and other household assistance	Phone: 1800 018 444 Website: www.nsw.gov.au/disaster-recovery/disaster-relief-and-support
Disaster Customer Care Service	Access to government services for people and businesses across NSW	Phone: 13 77 88 Website: www.service.nsw.gov.au
Disaster Assistance Finder	An online questionnaire to receive a personalised list of available programs and services	Website: https://disasterassistance.service.nsw.gov.au/
Emergency Temporary Accommodation (Dept. Communities and Justice short term housing support)	Find out how we can help you find or keep your housing, how to apply for private rental assistance or social housing, understand your rights and responsibilities as a tenant or request help with a property and find out more about management transfers	Phone: 1800 422 322 Website: www.facs.nsw.gov.au/housing

ASSISTANCE	DETAILS	CONTACT
Local Land Services	Planning and preparing for disasters and managing afterwards. Know your legal responsibilities for minimising risk on your property. Assistance is available to complete a Farm Fire Plan. Resources for looking after stock following a fire.	Phone: 1300 795 299 Website: www.lls.nsw.gov.au/help-and-advice/emergency-management/bushfires www.lls.nsw.gov.au/help-and-advice/emergency-management/bushfires/managing-livestock-after-a-fire
NSW Department of Primary Industries	DPI has a range of resources and information on managing primary production after a natural disaster.	Website: www.dpi.nsw.gov.au/emergencies
Drought & Supplementary Feed Calculator	The DPI drought and supply feed calculator is a free app to sheep and cattle producers to develop drought feed rations during drought and dry seasons.	Website: www.dpi.nsw.gov.au/animals-and-livestock/nutrition/feeding-practices/drought-and-supplementary-feed-calculator
Feed Cost Calculator	Calculate and compare protein, energy, and other components for different mixes of livestock feeds. Use the calculator online or download the app.	Website: www.dpi.nsw.gov.au/animals-and-livestock/nutrition/costs-and-nutritive-value/feed-cost-calculator
Integrity Systems	Assistance with emergency National Vendor Declarations (NVDs), Livestock Production Assurance (LPA) advice and National Livestock Identification System (NLIS) transfers.	Phone: 1800 683 111 Website: www.integritysystems.com.au/
Wildlife	Contact your local rescue group.	Website: www.environment.nsw.gov.au/topics/animals-and-plants/native-animals/helping-wildlife-in-emergencies



FINANCIAL ASSISTANCE, SUPPORT AND ADVICE FOLLOWING A DISASTER

ASSISTANCE	DETAILS	CONTACT
Ask Izzy	Ask Izzy helps you find support, now and nearby that connects people in need with housing, a meal, money help, family violence support, counselling and much more.	Website: https://about.askizzy.org.au/
Disaster Relief Grant: Assistance for eligible applicants in any emergency (Service NSW)	The Disaster Relief Grant helps 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.	Phone: 13 77 88 Website: www.service.nsw.gov.au/transaction/apply-for-the-disaster-relief-grant
Services Australia	Help for people directly affected by a natural disaster in NSW, such as fires, storms. Note: check their website for current information on support available.	Phone: 180 22 66 Website: www.servicesaustralia.gov.au/new-south-wales-natural-disaster-support?context=60042
Farm Household Support	A payment for farming families facing hardship. Eligible industries: Agricultural, horticultural, pastoral, apicultural or aquaculture industries.	Phone: 132 316 Website: www.servicesaustralia.gov.au/individuals/services/centrelink/farm-household-allowance

ASSISTANCE	DETAILS	CONTACT
Australian Taxation Office	The ATO also offers assistance with meeting tax obligations for businesses impacted by natural disaster.	Phone: 1800 806 218 Website: www.ato.gov.au/General/Support-in-difficult-times/Natural-disaster-support/
Rural Financial Counselling Services (RFCS NSW)	Rural Financial Counselling Services (RFCS) is a free and impartial financial counselling service to help with financial planning and applying for assistance.	Phone: 1800 319 458 Website: www.rfcsnsw.com.au
Bank Support	Many major financial institutions can assist their customers affected by natural disasters.	Contact your bank.
Rural Aid	Provides support to farmers affected by natural disasters through financial, wellbeing, water and fodder assistance.	Phone: 1300 327 624 Email: contact@ruralaid.org.au Website: www.ruralaid.org.au/about/
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





FINANCIAL ASSISTANCE SPECIFIC TO PRIMARY PRODUCERS

ASSISTANCE	DETAILS	CONTACT
The Drought Infrastructure Fund	<p>Primary producers can access the Drought Infrastructure Fund to invest in on-farm infrastructure and build resilience.</p> <p>This is a long term, low interest rate loan scheme for farmers 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: www.raa.nsw.gov.au/loans/fif</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 or slaughter; stock to/from agistment.</p>	<p>Rural Assistance Authority</p> <p>Phone: 1800 678 593</p> <p>Website: www.raa.nsw.gov.au/disaster-assistance/natural-disaster-transport-subsidy</p>
Natural Disaster Relief Loans	<p>Natural disaster assistance is available to help communities and individuals directly affected by flood, fire, storm damage or any other declared natural disaster. To support relief and recovery following a declared natural disaster a range of measures may be made available by the NSW Government.</p>	<p>Rural Assistance Authority</p> <p>Phone: 1800 678 593</p> <p>Website: www.raa.nsw.gov.au/disaster-assistance</p>



KEY SUPPORT PROGRAMS

ASSISTANCE	DETAILS	CONTACT
Farm Business Resilience Program	NSW DPI's Farm Business Resilience Program provides support to farmers to help improve their farm business acumen and achieve their business goals.	Website: www.droughthub.nsw.gov.au/programs/farm-business-resilience-program
Young Farmer Business Program	NSW DPI's Young Farmers Business Program helps gain the skills you need to setup and run a farming business.	Website: www.youngfarmer.nsw.gov.au/
Local Land Services	Local Land Services (LLS) is a regional-focused NSW Government agency delivering quality customer services to farmers, landholders and the wider community.	Phone: 1300 795 299 Website: www.lls.nsw.gov.au/



HEALTH AND WELLBEING



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: Triple Zero (000)
Need Help Now?	Lifeline	Phone: 13 11 14
Having a tough time and need someone to talk to right now?	Suicide Call Back Service	Phone: 1300 659 467
	Beyond Blue	Phone: 1300 224 636
The following services are there to listen and help you out.	Mental health hotline (24/7)	Phone: 1800 011 511
	13 YARN (indigenous led crisis support)	Phone: 13 92 76
They are confidential and available 24/7	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.	Website: www.ramhp.com.au
Stay Afloat	A program dedicated to improving the mental health and wellness of the Australian seafood industry.	Phone: 0408 008 344 Website: www.stayafloat.com.au/
Online resources	Head to Health An Australian Government website that offers multiple ways of searching for digital mental health resources.	Website: www.headtohealth.gov.au
	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/
		Website: www.redcross.org.au/drytimes/
		Website: www.abc.net.au/listen/programs/after-the-disaster

ASSISTANCE	DETAILS	CONTACT
Disaster Response Legal Service NSW	Free legal assistance for NSW residents.	Phone: 1800 801 529 Website: www.disasterhelp.legalaid.nsw.gov.au/
Insurance	Insurance Council of Australia can be contacted with any questions, complaints or concerns about insurance.	Phone: 1800 734 621 Website: www.insurancecouncil.com.au/consumers/help-in-disasters/
Australian Financial Complaints Authority (AFCA)	AFCA is a free service that provides free financial complain resolution, including insurance complaints. As well as advice on how to make a claim after a disaster and how to get help for financial hardship from lenders	Phone: 1800 931 678 Website: www.afca.org.au/
NSW Farmers Association	Updates on assistance available can be viewed on the NSW Farmers website. Contact Regional Services Managers with any issues or concerns.	Phone: 02 9478 1000 Website: www.nswfarmers.org.au/
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: www.nswfarmers.org.au/
Recovery Connect and Disaster Assist	National Emergency Management Agency (NEMA) 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.	Website: www.recovery.serviceconnect.gov.au/ Website: https://nema.gov.au/ Website: www.disasterassist.gov.au
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



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: www.vinnies.org.au/page/Find_Help/NSW/Disaster_Recovery/
Red Cross	Practical help and resources to use before, during and after emergencies.	Website: www.redcross.org.au/emergencies/
Aussie Hay Runners	Support with transporting fodder in emergencies	Contact: Linda Widdup Phone: 0421 972 332 Email: aussiehayrunners@gmail.com Facebook: @aussiehayrunners



INDUSTRY BODIES

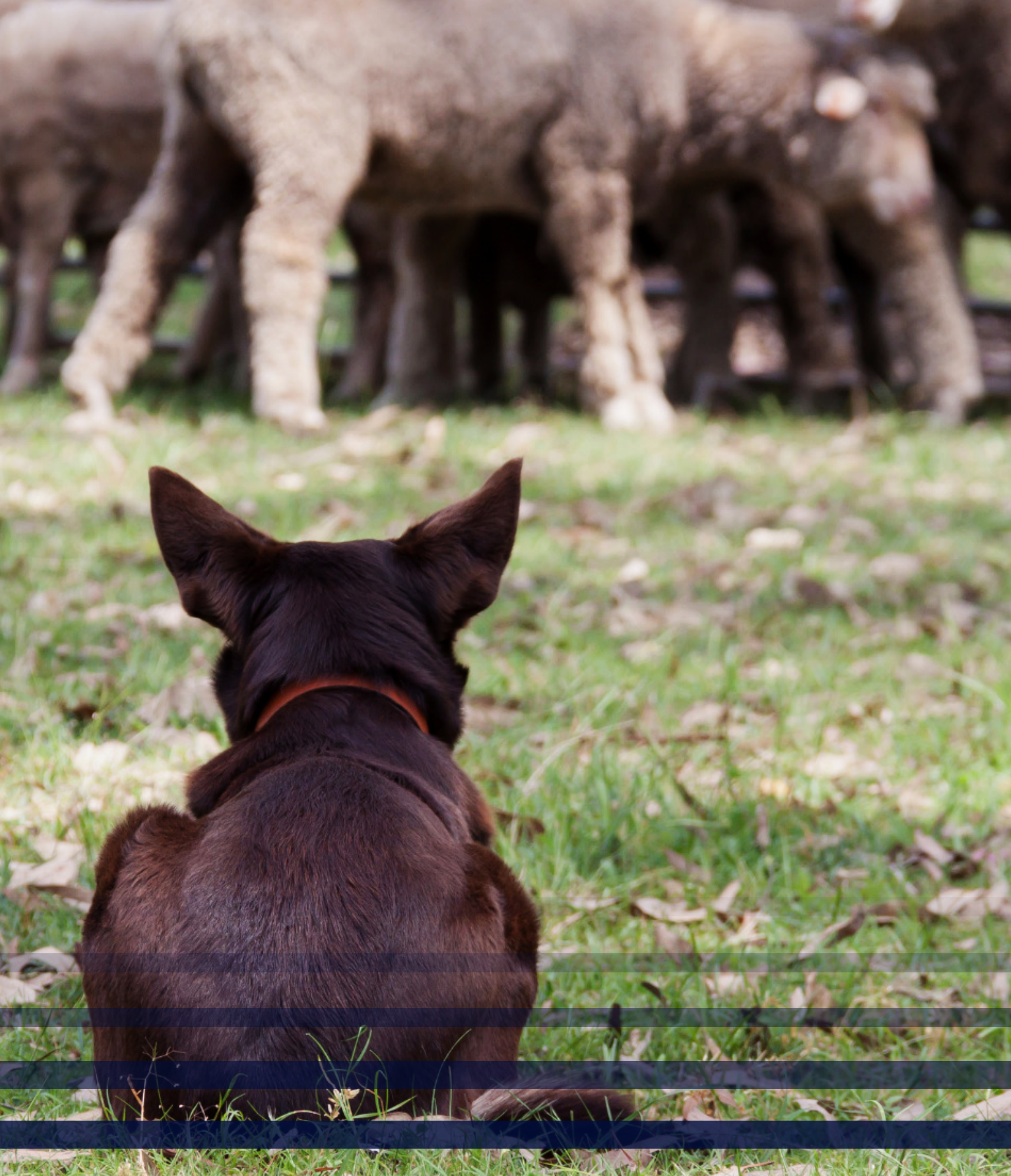


ASSISTANCE	DETAILS	CONTACT
Forestry Corporation	Advice on permits, fire management, forest management plans, timber sales, tenders and proposals	Phone: (02) 9872 0111 Website: www.forestrycorporation.com.au
NSW Apiarists' Association INC	Conferences, online biosecurity courses for beekeepers and networking	Phone: 0466 269 811 Website: https://nswaa.com.au/
Dairy Australia	Employment skills, workshops, training and farm business management training	Phone: 1800 004 377 Website: https://www.dairyaustralia.com.au/
Dairy Industry Association of Australia	Webinars and scholarships	Phone: (03) 8743 6600 Website: https://diaa.asn.au/
Australian Dairy Farmers	Improving the profitability and sustainability of dairy farmers. National advocacy body representing dairy farmers	Phone: (03) 8621 4200 Website: https://australiandairyfarmers.com.au/
Subtropical Dairy Board	Dairy grains mentoring project	Phone: 0431 197 479 Website: https://northernaustraliandairyhub.com.au/
NSW Wine Industry Association	Cellar door grants, training and scholarships. Grapevine integrated pest & disease management courses	Phone: 0497 053 343 Website: https://nswwine.com.au/
Ricegrowers Association of Australia	Scholarships	Phone: (02) 6953 0433 Website: www.rga.org.au/

ASSISTANCE	DETAILS	CONTACT
Cotton Growers Association	Educational resources and cotton conferences	See website for local Associations Website: https://cottonaustralia.com.au/cotton-australia
Australian Cane Farmers Association		Phone: 07 3864 6444 Website: www.canegrowers.com.au/
Grain Growers Association	Webinars, grain marketing workshops, Australian grain leaders program	Phone: 1800 620 519 Website: www.graingrowers.com.au/

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Department of Primary Industries
Department of Regional NSW

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