

9 April 2024

## Natural disaster assistance guide for primary producers

### NSW Bushfires - Category B Declarations (AGRN 1070, 1075, 1076, 1077, 1081, 1092 and 1093)

*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 (NSW DPI) and Local Land Services (LLS) coordinate and provide assistance, resources and advice to landholders and primary producers including commercial fishers, aquaculturists, foresters and other industries impacted by a declared natural disaster event.

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

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### Emergency Assistance for Agriculture and Animals Hotline

#### **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 (DPI) 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](http://www.dpi.nsw.gov.au/emergencies/emergency/community/primary-industries-natural-disaster-damage-survey)



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## 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](http://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](http://www.raa.nsw.gov.au/disaster-assistance/declarations).

## Emergency assistance

Assistance	Contact
Any life-threatening emergency	Call 000
<p>Agriculture and Animal Services Hotline (Emergency Assistance for Agriculture and Animals)</p> <p>Note: this service only operates during an active emergency response</p>	<p>Phone: 1800 814 647</p> <p>The NSW Department of Primary Industries (DPI) and Local Land Services (LLS) provide assistance to landholders and communities with animal welfare related issues including:</p> <ul style="list-style-type: none"> <li>• emergency fodder</li> <li>• emergency stock water (where there is an immediate animal welfare concern)</li> <li>• animal assessment and veterinary assistance</li> <li>• stock euthanasia and burial</li> <li>• livestock feeding and management advice and</li> <li>• care of animals including pets and companion animals in evacuation centres</li> </ul>
Disaster Welfare Assistance	<p>Phone: 1800 018 444</p> <p>Evacuation centres, disaster welfare points, register to find &amp; reunite family and other household assistance</p> <p><a href="http://www.nsw.gov.au/emergency/prepare/how-to-find-an-evacuation-centre">www.nsw.gov.au/emergency/prepare/how-to-find-an-evacuation-centre</a></p>
Disaster Customer Care Service	<p>Phone: 13 77 88</p> <p>Website:</p> <p><a href="http://www.service.nsw.gov.au/disaster-customer-care">www.service.nsw.gov.au/disaster-customer-care</a></p>
Disaster Assistance Finder	<p>An online questionnaire to receive a personalised list of available programs and services</p> <p><a href="https://disasterassistance.service.nsw.gov.au/">https://disasterassistance.service.nsw.gov.au/</a></p>

Assistance	Contact
Emergency Accommodation	Phone: 13 77 88 Website: <a href="https://www.nsw.gov.au/emergency/recovery/temporary-housing">https://www.nsw.gov.au/emergency/recovery/temporary-housing</a>
Temporary Accommodation	Visit your local Recovery Assistance Point: <a href="https://www.service.nsw.gov.au/services/recovery-centres">https://www.service.nsw.gov.au/services/recovery-centres</a> Email (if Recovery Centre is unavailable): <a href="mailto:housingtaskforce@reconstruction.nsw.gov.au">housingtaskforce@reconstruction.nsw.gov.au</a> Website: <a href="https://www.nsw.gov.au/emergency/recovery/temporary-housing">https://www.nsw.gov.au/emergency/recovery/temporary-housing</a>

## Animal management advice and resources

Assistance	Details	Contact
Local Land Services	Planning and preparing for bushfires and managing after a fire.  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: <a href="http://www.lls.nsw.gov.au/help-and-advice/emergency-management/bushfires">www.lls.nsw.gov.au/help-and-advice/emergency-management/bushfires</a> <a href="http://www.lls.nsw.gov.au/help-and-advice/emergency-management/bushfires/managing-livestock-after-a-fire">www.lls.nsw.gov.au/help-and-advice/emergency-management/bushfires/managing-livestock-after-a-fire</a>
NSW Department of Primary Industries	DPI has a range of resources and information on managing primary production after a fire.	Website: <a href="http://www.dpi.nsw.gov.au/emergencies/bushfires">www.dpi.nsw.gov.au/emergencies/bushfires</a>
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: <a href="http://www.dpi.nsw.gov.au/animals-and-livestock/nutrition/feeding-practices/drought-and-supplementary-feed-calculator">www.dpi.nsw.gov.au/animals-and-livestock/nutrition/feeding-practices/drought-and-supplementary-feed-calculator</a>

Assistance	Details	Contact
Feed Cost Calculator	<p>Calculate and compare protein, energy, and other components for different mixes of livestock feeds.</p> <p>Use the calculator online or download the app.</p>	<p>Website:  <a href="http://www.dpi.nsw.gov.au/animals-and-livestock/nutrition/costs-and-nutritive-value/feed-cost-calculator">www.dpi.nsw.gov.au/animals-and-livestock/nutrition/costs-and-nutritive-value/feed-cost-calculator</a></p>
Integrity Systems	<p>Assistance with emergency NVDs, LPA advice and NLIS transfers.</p>	<p>Phone: 1800 683 111</p> <p>Email: <a href="mailto:support@integritysystems.com.au">support@integritysystems.com.au</a></p> <p>Website:  <a href="http://www.integritysystems.com.au/">www.integritysystems.com.au/</a></p>
Wildlife	<p>Contact your local rescue group.</p>	<p>Website:  <a href="http://www.environment.nsw.gov.au/topics/animals-and-plants/native-animals/helping-wildlife-in-emergencies">www.environment.nsw.gov.au/topics/animals-and-plants/native-animals/helping-wildlife-in-emergencies</a></p>

## Financial assistance, support and advice following a disaster

Assistance	Details	Contact
Disaster Relief Grant: Always on assistance for eligible applicants in any emergency	<p>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.</p>	<p><u>Service NSW</u></p> <p>Phone: 13 77 88</p> <p>Website:  <a href="https://www.service.nsw.gov.au/transaction/apply-for-the-disaster-relief-grant">https://www.service.nsw.gov.au/transaction/apply-for-the-disaster-relief-grant</a></p>
Services Australia	<p>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.</p>	<p><u>Services Australia</u></p> <p>Phone: 180 22 66</p> <p>Website:  <a href="https://www.servicesaustralia.gov.au/new-south-wales-natural-disaster-support?context=60042">https://www.servicesaustralia.gov.au/new-south-wales-natural-disaster-support?context=60042</a></p>

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: <a href="http://www.servicesaustralia.gov.au/individuals/services/centrelink/farm-household-allowance">www.servicesaustralia.gov.au/individuals/services/centrelink/farm-household-allowance</a></p>
Australian Taxation Office	<p>The ATO also offers assistance with meeting tax obligations for businesses impacted by natural disaster.</p>	<p>Phone: 1800 806 218</p> <p>Website: <a href="http://www.ato.gov.au/General/Support-in-difficult-times/Natural-disaster-support/">www.ato.gov.au/General/Support-in-difficult-times/Natural-disaster-support/</a></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>Note: 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><u>RFCS NSW Northern Region</u></p> <p>Phone: 1800 344 090</p> <p>Website: <a href="http://www.rfcsnr.org.au">www.rfcsnr.org.au</a></p> <p><u>RFCS NSW</u></p> <p>Phone: 1800 319 458</p> <p>Website: <a href="http://www.rfcsnsw.com.au">www.rfcsnsw.com.au</a></p>
Bank Support	<p>Many major financial institutions can assist their customers affected by natural disasters.</p>	<p>Contact your bank.</p>
Rural Aid	<p>Provides support to farmers affected by natural disasters through financial, wellbeing and fodder assistance.</p>	<p>Phone: 1300 327 624</p> <p>Email: <a href="mailto:contact@ruralaid.org.au">contact@ruralaid.org.au</a></p> <p>Website: <a href="http://www.ruralaid.org.au/about/">www.ruralaid.org.au/about/</a></p>
Office of the NSW Small Business Commissioner	<p>Small Biz Connect is a personalised and highly subsidised business advisory program for small businesses in NSW, including agribusinesses.</p>	<p>Phone: 1300 134 359</p> <p>Website: <a href="http://www.nsw.gov.au/topics/business-advice-and-support/about-business-connect">www.nsw.gov.au/topics/business-advice-and-support/about-business-connect</a></p>

## Financial assistance for primary producers

Assistance	Details	Contact
Drought Infrastructure Fund	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.	Rural Assistance Authority Phone: 1800 678 593 Website: <a href="http://www.raa.nsw.gov.au/loans/dif">www.raa.nsw.gov.au/loans/dif</a>
Drought Ready and Resilient Fund	The Drought Ready and Resilient Fund helps primary production enterprises increase their self-reliance, sustainability and resilience to manage drought.  The fund includes low interest loans of up to \$250,000, for a 5-10 year period.	Rural Assistance Authority Phone: 1800 678 593 Website: <a href="http://www.raa.nsw.gov.au/loans/drrf">www.raa.nsw.gov.au/loans/drrf</a>
Natural Disaster Transport Subsidy	The Natural Disaster Transport Subsidy is available to eligible farmers who are affected by a declared natural disaster event.  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.	Rural Assistance Authority Phone: 1800 678 593 Website: <a href="http://www.raa.nsw.gov.au/disaster-assistance/natural-disaster-transport-subsidy">www.raa.nsw.gov.au/disaster-assistance/natural-disaster-transport-subsidy</a>
Natural Disaster Relief Loans	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.	Rural Assistance Authority Phone: 1800 678 593 Website: <a href="http://www.raa.nsw.gov.au/disaster-assistance/disaster-recovery-loans/primary-producers">www.raa.nsw.gov.au/disaster-assistance/disaster-recovery-loans/primary-producers</a>

## Key support programs

Program	Details	Contact
Farm Business Resilience	NSW DPIs Farm Business Resilience Program provides support to farmers to help improve their farm business acumen and achieve their business goals.	Website: <a href="http://www.droughthub.nsw.gov.au/programs/farm-business-resilience-program">www.droughthub.nsw.gov.au/programs/farm-business-resilience-program</a>
Young Farmer Business Program	The program helps young farmers gain the skills you need to setup and run a farming business.	Website: <a href="http://www.youngfarmer.nsw.gov.au/">www.youngfarmer.nsw.gov.au/</a>
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.	Local Land Services Phone: 1300 795 299 Website: <a href="http://www.lls.nsw.gov.au/">www.lls.nsw.gov.au/</a>
Rural Recovery Support Service	DPI's Rural Recovery Support Service assists rural landholders and primary producers who have been impacted by significant declared natural disasters.	Phone: 0448 077 684 Email: flood.recovery@dpi.nsw.gov.au Website: <a href="http://www.dpi.nsw.gov.au/rrss">www.dpi.nsw.gov.au/rrss</a>



## Health and wellbeing

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
<p>Need Help Now?</p> <p>Having a tough time and need someone to talk to right now? The following services are there to listen and help you out.</p> <p>They are confidential and available 24/7</p>	Lifeline	Phone: 13 11 14
	Suicide Call Back Service	Phone: 1300 659 467
	Beyond Blue	Phone: 1300 224 636
	Mental health hotline (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.	Website: <a href="http://www.ramhp.com.au/find-ramhp-coordinator/">www.ramhp.com.au/find-ramhp-coordinator/</a>
Stay Afloat	A program dedicated to improving the mental health and wellness of the Australian seafood industry.	Phone: 0408 008 344 Website: <a href="http://www.stayafloat.com.au/">www.stayafloat.com.au/</a>

Assistance	Details	Contact
Online resources	Head to Health An Australian Government website that offers multiple ways of searching for digital mental health resources.	Website: <a href="http://www.headtohealth.gov.au/">www.headtohealth.gov.au/</a>
	BeyondBlue	Website: <a href="http://www.beyondblue.org.au/">www.beyondblue.org.au/</a>
	Podcast about disasters, trauma, and mental health.	Website: <a href="http://www.crrmh.com.au/get-help-now/self-help-resources/podcasts/disasters-trauma-mental-health/">www.crrmh.com.au/get-help-now/self-help-resources/podcasts/disasters-trauma-mental-health/</a>

## Other assistance

Assistance	Details	Contact
Disaster Response Legal Service NSW	Free legal assistance for NSW residents.	Phone: 1800 801 529 Website: <a href="http://www.disasterhelp.legalaid.nsw.gov.au/">www.disasterhelp.legalaid.nsw.gov.au/</a>
Insurance	Insurance Council of Australia can be contacted with any questions, complaints or concerns about insurance.	Phone: 1800 734 621 Website: <a href="http://www.insurancecouncil.com.au/consumers/help-in-disasters/">www.insurancecouncil.com.au/consumers/help-in-disasters/</a>
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: <a href="http://www.nswfarmers.org.au/">www.nswfarmers.org.au/</a>

Assistance	Details	Contact
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: <a href="https://www.ric.gov.au/farm-relief-tool">https://www.ric.gov.au/farm-relief-tool</a>
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: <a href="http://www.recovery.serviceconnect.gov.au/">www.recovery.serviceconnect.gov.au/</a> Website: <a href="https://nema.gov.au/#/map">https://nema.gov.au/#/map</a> Website: <a href="http://www.disasterassist.gov.au">www.disasterassist.gov.au</a>
Motor vehicle stamp duty relief	Financial assistance for eligible motorists whose cars have been written-off as a result of declared natural disasters.	<a href="#">Office for State Revenue</a> Phone: 1300 139 814 Website: <a href="http://www.revenue.nsw.gov.au/taxes-duties-levies-royalties/motor-vehicle-duty/relief">www.revenue.nsw.gov.au/taxes-duties-levies-royalties/motor-vehicle-duty/relief</a>

## 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: <a href="http://www.givit.org.au/">www.givit.org.au/</a>
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: <a href="http://www.ruralaid.org.au/">www.ruralaid.org.au/</a>

Assistance	Details	Contact
Lions Need for Feed	Donated fodder available through Lions. Register through website.	Website: <a href="http://www.needforfeed.org">www.needforfeed.org</a>
Blaze Aid	Rebuild fences and other structures that have been damaged or destroyed.	Phone: 0418 990 267 Email: <a href="mailto:admin@blazeaid.com.au">admin@blazeaid.com.au</a> Website: <a href="http://www.blazeaid.com.au/">www.blazeaid.com.au/</a>
The Salvation Army	Generic contact details	Phone: 13 72 58 Website: <a href="http://www.salvationarmy.org.au/">www.salvationarmy.org.au/</a>
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: <a href="https://www.vinnies.org.au/nsw/find-help/disaster-recovery">https://www.vinnies.org.au/nsw/find-help/disaster-recovery</a>
Red Cross	Practical help and resources to use before, during and after emergencies.	<a href="http://www.redcross.org.au/emergencies/">www.redcross.org.au/emergencies/</a>
Aussie Hay Runners	Support with transporting fodder in emergencies	Contact: Linda Widdup Phone: 0421 972 332 Email: <a href="mailto:aussiehayrunners@gmail.com">aussiehayrunners@gmail.com</a> Facebook: @aussiehayrunners

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

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