

May 2023

# DPI Rural Recovery Support Service

## Natural disaster assistance guide for primary producers

*The impact of fires, floods and other 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 recovery assistance and advice to landholders and primary producers including commercial fishers, aquaculturists, foresters and other industries impacted by a natural disaster event.

The DPI provides information, resources and support on Climate & Emergency response and recovery for NSW primary producers. Visit <https://www.dpi.nsw.gov.au/emergencies/floods>.

### Reporting damage

NSW DPI asks any primary producer including commercial fishers and aquaculturists affected by the floods to fill out the natural disaster damage survey. DPI uses these surveys to determine the scale and severity of the impact and what assistance and resources are required, where. Surveys can be submitted any time and can be accessed on a phone or computer via this link [www.dpi.nsw.gov.au/nda](http://www.dpi.nsw.gov.au/nda).

Ag industry representatives can fill this in on behalf of farmers with their consent. It is important to not use this form for any requests for assistance.

## Emergency assistance

Assistance	Contact
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 (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 Line	<p>Phone: 1800 018 444</p> <p>Evacuation centres, disaster welfare points, register to find &amp; reunite with family, other household assistance.</p> <p>Assistance for people affected by disaster   Mental Health Commission of New South Wales (<a href="https://nswmentalhealthcommission.com.au/how/assistance-people-affected-disaster">nswmentalhealthcommission.com.au/how/assistance-people-affected-disaster</a>).</p>
Disaster Customer Care Service	<p>Phone: 13 77 88</p> <p>For information on all available disaster assistance, please contact the Disaster Customer Care Service at Service NSW on 13 77 88 or online via <a href="https://www.service.nsw.gov.au">www.service.nsw.gov.au</a>.</p> <p>Also contact Service NSW for replacement of documents such as licenses, permits, and certificates.</p>

## Primary producer support agencies

Assistance	Details	Contact
Rural Recovery Support Service	<p>The Rural Recovery Support Service assists rural landholders and primary producers who have been impacted by floods.</p> <p>Our Recovery Officers can help you:</p> <ul style="list-style-type: none"> <li>• prepare grant applications</li> <li>• find the right technical advice</li> <li>• access workshops and information on key recovery topics</li> <li>• connect with industry experts</li> <li>• navigate government systems and regulations to resolve complex issues involving multiple agencies</li> <li>• link to a wide range of personal, business and financial services</li> </ul>	<p>Phone: 0448 077 684</p> <p>Email: <a href="mailto:flood.recovery@dpi.nsw.gov.au">flood.recovery@dpi.nsw.gov.au</a></p> <p>Website: <a href="http://www.dpi.nsw.gov.au/rrss">www.dpi.nsw.gov.au/rrss</a></p>
Local Land Service	<p>Technical assistance for primary producers.</p>	<p>Phone: 1300 795 299</p> <p>Website: <a href="http://www.lls.nsw.gov.au/">www.lls.nsw.gov.au/</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><u>Note:</u> 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>
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>Phone: 1800 678 593</p> <p>Email: <a href="mailto:rural.assist@raa.nsw.gov.au">rural.assist@raa.nsw.gov.au</a></p> <p>Website: <a href="http://www.raa.nsw.gov.au/disaster-assistance">www.raa.nsw.gov.au/disaster-assistance</a></p>

## Financial assistance - Primary Producers

### Federal & State Government assistance

Assistance	Details	Contact
Special Disaster Grants – Primary Producers	The Special Disaster Grant* is offered to eligible primary producers. The grant is designed to help pay for costs associated with immediate clean-up and repairs to infrastructure. *Grant amounts vary. Grants are made available if a disaster is declared a ‘Category D disaster’.	<u>Rural Assistance Authority</u> Phone: 1800 678 593 Website: <a href="https://www.raa.nsw.gov.au/disaster-assistance/storm-and-flood-programs">https://www.raa.nsw.gov.au/disaster-assistance/storm-and-flood-programs</a>
Critical Producers Grant	This program provides primary producers hardest hit, by February and March 2022 NSW Severe Weather and Flooding (AGRN 1012) events, with the support needed to restore and rebuild directly damaged essential infrastructure to a resilient standard that will better withstand future disasters. Grant amounts vary by industry type from \$10,000 to \$100,000. Applications close: 30 September 2023.	<u>Rural Assistance Authority</u> Phone: 1800 678 593 Website: <a href="http://www.raa.nsw.gov.au/disaster-assistance/storm-and-flood-programs/critical-producer-grants">www.raa.nsw.gov.au/disaster-assistance/storm-and-flood-programs/critical-producer-grants</a> OR <a href="http://www.nsw.gov.au/grants-and-funding/critical-producer-grant">www.nsw.gov.au/grants-and-funding/critical-producer-grant</a>
Rural Landholders Grant	Grants of up to \$25,000 available for landholders and aquaculturists in declared Local Government Areas (LGAs) affected by specific disasters. Applicants must have holdings of at least 10ha or an aquaculture permit and receive at least \$20,000 gross income per annum from primary production.	<u>Rural Assistance Authority</u> Phone: 1800 678 593 Website: <a href="http://www.raa.nsw.gov.au/disaster-assistance/storm-and-flood-programs">www.raa.nsw.gov.au/disaster-assistance/storm-and-flood-programs</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.	<u>Rural Assistance Authority</u> Phone: 1800 678 593 <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 are made available by the NSW Government.	<u>Rural Assistance Authority</u> Phone: 1800 678 593 Website: <a href="http://www.raa.nsw.gov.au/disaster-assistance">www.raa.nsw.gov.au/disaster-assistance</a>

Assistance	Details	Contact
Farm Household Support	<p>A payment for farming families facing hardship.</p> <p>Eligible industries: Agricultural, horticultural, pastoral, apicultural or aquaculture industries.</p>	<p><u>Farmer Assistance Hotline</u></p> <p>Phone: 132 316</p> <p>Website: <u><a href="http://www.servicesaustralia.gov.au/individuals/services/centrelink/farm-household-allowance">www.servicesaustralia.gov.au/individuals/services/centrelink/farm-household-allowance</a></u></p>
Small Business Support	<p>A list of available support for small businesses as a result of the floods.</p>	<p>Website: <u><a href="http://www.smallbusiness.nsw.gov.au/get-help/featured/nsw-small-business-storms-and-flood-support">www.smallbusiness.nsw.gov.au/get-help/featured/nsw-small-business-storms-and-flood-support</a></u></p>

## Financial Assistance - General

### Federal & State Government assistance available to general public

Assistance	Details	Contact
Commonwealth Government Disaster Recovery Allowance	Disaster Recovery Allowance is a short- term payment to help you if a declared disaster directly affects your income.	<u>Services Australia</u> Phone: 180 22 66 Website: <a href="http://www.servicesaustralia.gov.au/natural-disaster">www.servicesaustralia.gov.au/natural-disaster</a>
Disaster Relief Grant: Always on assistance for eligible applicants in any emergency	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.	<u>Service NSW</u> Phone: 13 77 88 Website: <a href="http://www.nsw.gov.au/resilience-nsw/disaster-relief-grant-for-individuals">www.nsw.gov.au/resilience-nsw/disaster-relief-grant-for-individuals</a>  Ask about the Disaster Relief Grant administered by Resilience NSW.
Disaster Recovery Payment: \$1,000 for adults and \$400 for children	The Disaster Recovery Payment is a one-off, non-means tested 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.	<u>Services Australia</u> Phone: 180 22 66 Website: <a href="http://www.servicesaustralia.gov.au/disaster">www.servicesaustralia.gov.au/disaster</a>

## Financial assistance

### Other agency contacts

Assistance	Details	Contact
Farm Household Contact Officer	Services Australia	<u>Farmer Assistance Line</u> Phone: 132 316 Website: <a href="http://www.servicesaustralia.gov.au/disaster">www.servicesaustralia.gov.au/disaster</a>
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: <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>
Australian Taxation Office	The ATO also offers assistance with meeting tax obligations for businesses impacted by floods.	Phone: 1800 806 218 Website: <a href="http://www.ato.gov.au/General/Dealing-with-disasters/In-detail/Specific-disasters/Floods/">www.ato.gov.au/General/Dealing-with-disasters/In-detail/Specific-disasters/Floods/</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.  Search recovery connect and/or disaster assist to find out what support is available.	National Emergency Management Agency (NEMA) Website: <a href="http://www.recovery.serviceconnect.gov.au/">www.recovery.serviceconnect.gov.au/</a> Website: <a href="http://nema.gov.au/#/map">nema.gov.au/#/map</a> Website: <a href="http://www.disasterassist.gov.au">www.disasterassist.gov.au</a>
Bank Support	Many of the major financial institutions have announced flood relief for their customers.	Contact your bank.

## 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: <a href="http://www.lls.nsw.gov.au/">www.lls.nsw.gov.au/</a>
Stock problems after a flood	Key information on looking after stock following a flood.	Website: <a href="http://www.dpi.nsw.gov.au/emergencies/emergency/community/after-an-emergency/stock-problems-after-flood">www.dpi.nsw.gov.au/emergencies/emergency/community/after-an-emergency/stock-problems-after-flood</a>
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 Feed Calculator'.	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>
Integrity Systems	Assistance with emergency NVDs, LPA advice and NLIS transfers.	Phone: 1800 683 111 Email: <a href="mailto:support@integritysystems.com.au">support@integritysystems.com.au</a> Website: <a href="http://www.integritysystems.com.au/">www.integritysystems.com.au/</a>
Dairy support	Contact Dairy NSW	Phone: 0407 434 073 Email: <a href="mailto:info@dairynsw.com.au">info@dairynsw.com.au</a> Website: <a href="http://www.dairyaustralia.com.au/dairynsw">www.dairyaustralia.com.au/dairynsw</a>
Oyster Compliance	Oyster lease compliance efforts in the event of a natural disaster will focus on lease marking and navigation safety.	If you have a work plan and cannot meet your deadlines, speak to your local Fisheries Officers. Website: <a href="http://www.dpi.nsw.gov.au/contact-us/contact-a-dpi-fisheries-officer">www.dpi.nsw.gov.au/contact-us/contact-a-dpi-fisheries-officer</a>
Wildlife	Contact your local rescue group.	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>



## Other assistance

Assistance	Details	Contact
Disaster Response Legal Service NSW	Free legal assistance for NSW residents.	<u>Legal Aid</u> Phone: 1800 801 529 Website: <a href="http://www.disasterhelp.legalaid.nsw.gov.au/">www.disasterhelp.legalaid.nsw.gov.au/</a>
Accommodation support	Find out about emergency accommodation and where to get advice and help with rental properties	<u>Service NSW</u> Phone: 13 77 88 Website: <a href="https://www.service.nsw.gov.au/services/emergencies-and-natural-disasters/accommodation-support#emergency-accommodation">https://www.service.nsw.gov.au/services/emergencies-and-natural-disasters/accommodation-support#emergency-accommodation</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>
Motor vehicle stamp duty relief	Financial assistance for eligible motorists whose cars have been written-off as a result of declared natural disasters.	<u>Office for State Revenue</u> 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>
NSW Farmers Association	Updates on assistance available can be viewed on the NSW Farmers website.	Phone: 02 9478 1000 Website: <a href="http://www.nswfarmers.org.au/">www.nswfarmers.org.au/</a>
Road closures and travel advice	Up to date information on the latest road closures and real-time traffic conditions are available.	Website: <a href="https://www.livetraffic.com/">https://www.livetraffic.com/</a>
Location Specific Assistance	In some disaster declared areas there may be specific grants/assistance available for identified issues.	Contact the Recovery Officer from the RRSS in your area. Call the general enquiries line to be connected: 0448 077 684 Website: <a href="http://www.dpi.nsw.gov.au/emergencies/floods/rural_recovery_support_service">www.dpi.nsw.gov.au/emergencies/floods/rural_recovery_support_service</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
Need Help Now? Having a tough time and need someone to talk to right now? The following services are there to listen and help you out. They are confidential and available 24/7	Lifeline	Phone: 13 11 14
	Suicide Call Back Service	Phone: 1300 659 467
	Beyond Blue	Phone: 1300 224 636
	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.	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>
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>

## Charities and other support

Assistance	Details	Contact
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: <a href="http://www.givit.org.au/">www.givit.org.au/</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>
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>
The Salvation Army	Generic contact details	Phone: 13 72 58 Website: <a href="http://www.salvationarmy.org.au/">www.salvationarmy.org.au/</a>
The Salvation Army	South-West Region	Darren Elsley 0434 537 282 <a href="mailto:darren.elsley@salvationarmy.org.au">darren.elsley@salvationarmy.org.au</a>
The Salvation Army	Far West Region	Leanne Elsley 0403 198 737 <a href="mailto:leanne.elsley@salvationarmy.org.au">leanne.elsley@salvationarmy.org.au</a> Darren Elsley 0434 537 282 <a href="mailto:darren.elsley@salvationarmy.org.au">darren.elsley@salvationarmy.org.au</a>
The Salvation Army	Central NSW Region	Dianne Lawson 0417 797 785 <a href="mailto:dianne.lawson@salvationarmy.org.au">dianne.lawson@salvationarmy.org.au</a>
The Salvation Army	North NSW Region	Brenda Stace 0407 905 468 <a href="mailto:brenda.stace@salvationarmy.org.au">brenda.stace@salvationarmy.org.au</a>  Kelvin Stace

Assistance	Details	Contact
		0407 005 468 <a href="mailto:kelvin.stace@salvationarmy.org.au">kelvin.stace@salvationarmy.org.au</a>
The Salvation Army	South-East NSW Region	David Pullen 0408514528 <a href="mailto:david.pullen@salvationarmy.org.au">david.pullen@salvationarmy.org.au</a>  Robin Pullen 0419 013 320 <a href="mailto:robin.pullen@salvationarmy.org.au">robin.pullen@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="http://www.vinnies.org.au/page/Find_Help/NSW/Disaster_Recovery/">www.vinnies.org.au/page/Find_Help/NSW/Disaster_Recovery/</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>
Lions Need for Feed	Donated fodder available through Lions. Register through website.	Website: <a href="http://www.needforfeed.org">www.needforfeed.org</a>

## Keep COVID Safe

We all have a part to play in keeping NSW COVID safe. We're asking everyone to follow COVID safe best practice and always remain vigilant.

For the latest COVID 19 guidance visit: [www.nsw.gov.au/covid-19](http://www.nsw.gov.au/covid-19)

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