

23 November 2023

## Rural Recovery Support Service

### Natural disaster assistance guide for primary producers - floods

*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 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 emergency response and recovery for NSW primary producers. Visit <https://www.dpi.nsw.gov.au/emergencies/floods>.

#### 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.

<https://www.dpi.nsw.gov.au/emergencies/emergency/community/primary-industries-natural-disaster-damage-survey>



#### Declared Natural Disasters



For explanation of natural disaster categories and a searchable list of current declarations by local government area please visit:


<https://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 (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><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>

## Primary producer support agencies – after emergency

Assistance	Details	Contact
Rural Recovery Support Service	<p>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 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"> <li>• agricultural production</li> <li>• biosecurity</li> <li>• natural resource management</li> <li>• help during emergencies.</li> </ul> <p>We can support you with information and resources to:</p> <ul style="list-style-type: none"> <li>• improve your agricultural productivity</li> <li>• control declared pests and meet your legal obligations</li> <li>• manage and improve our natural resources.</li> </ul>	<p>Phone: 1300 795 299</p> <p>Website: <a href="http://www.lls.nsw.gov.au/">www.lls.nsw.gov.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>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>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>

Assistance	Details	Contact
	<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>Rural Financial Counselling Services</p>	<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>  Phone: 1800 344 090  Website: <a href="http://www.rfcsnr.org.au">www.rfcsnr.org.au</a></p> <p><u>RFCS NSW</u>  Phone: 1800 319 458  Website: <a href="http://www.rfcsnsw.com.au">www.rfcsnsw.com.au</a></p>

## Financial assistance - Primary Producers

### Australian & NSW Government assistance for primary producers

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>
Farm 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><a href="http://www.raa.nsw.gov.au/loans/dif">www.raa.nsw.gov.au/loans/dif</a></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><a href="http://www.raa.nsw.gov.au/loans/drrf">www.raa.nsw.gov.au/loans/drrf</a></u></p>

## Financial Assistance - General

### Australian & 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.	<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>
Flood Recovery Back Home grant	If your home has been damaged by the storms and floods commencing August and September 2022, you may be eligible for a payment to help cover the costs of restoring your property to a habitable condition or replacing essential household items.	Website: <a href="http://www.service.nsw.gov.au/transaction/apply-for-the-flood-recovery-back-home-grant">www.service.nsw.gov.au/transaction/apply-for-the-flood-recovery-back-home-grant</a>
Flood Property Assessment Program	If your residential or commercial building was impacted by the February and March 2022 and/or June and July 2022 floods, you can register to have a building assessment carried out by certified inspectors.	Website: <a href="http://www.service.nsw.gov.au/services/financial-support-after-a-natural-disaster">www.service.nsw.gov.au/services/financial-support-after-a-natural-disaster</a>
Resilient Homes Program	The Resilient Homes Program will offer prioritised homeowners one of the three available measures, based on expert property assessments, flood impact severity data, safety risks and potential future flood levels.	Website: <a href="http://www.nsw.gov.au/departments-and-agencies/nsw-reconstruction-authority/our-work/northern-rivers/resilient-homes-fund/resilient-homes-program">www.nsw.gov.au/departments-and-agencies/nsw-reconstruction-authority/our-work/northern-rivers/resilient-homes-fund/resilient-homes-program</a>  Phone: 1800 844 085

## 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 <a href="https://www.service.nsw.gov.au/floods">https://www.service.nsw.gov.au/floods</a>
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>
Disaster Assistance Finder	Service NSW - Complete our online questionnaire to receive a personalised list of available programs and services.	<a href="https://disasterassistance.service.nsw.gov.au/">https://disasterassistance.service.nsw.gov.au/</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.	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>
Disaster Response Legal Service NSW	Free legal assistance for NSW residents affected by a disaster.	Phone: 1800 801 529 Website: <a href="http://www.disasterhelp.legalaid.nsw.gov.au/">www.disasterhelp.legalaid.nsw.gov.au/</a>
Emergency Temporary Accommodation	Short term housing support.	<a href="http://www.nsw.gov.au/emergency/recovery/temporary-housing">Housing Contact Centre – Department of Communities &amp; Justice</a> Phone: 1800 422 322 Website: <a href="http://www.nsw.gov.au/emergency/recovery/temporary-housing">www.nsw.gov.au/emergency/recovery/temporary-housing</a>

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](http://www.revenue.nsw.gov.au/taxes-duties-levies-royalties/motor-vehicle-duty/relief)

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## 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 & Supp 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>
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
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>
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>
Bank Support	Many of the major financial institutions have announced flood relief for their customers.	Contact your bank.

## 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?	Lifeline	Phone: 13 11 14
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	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
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>
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>
Red Cross	Practical help and resources to use before, during and after emergencies.	Phone: 1800 733 276 Website: <a href="http://www.redcross.org.au/emergencies/">www.redcross.org.au/emergencies/</a>
The Salvation Army	Salvation Army	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.a</a> <u>u</u>

Assistance	Details	Contact
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>
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 0407 005 468 <a href="mailto:kelvin.stace@salvationarmy.org.au">kelvin.stace@salvationarmy.org.au</a>

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