

12 March 2025

Natural Disaster Assistance Reference Guide for Primary Producers

NSW Tropical Cyclone Alfred Severe Weather - Category B Declaration (AGRN 1198)

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, aquaculturists, foresters and other industries impacted by a declared natural disaster event.

Visit <https://www.dpi.nsw.gov.au/emergencies/floods> or <https://www.lls.nsw.gov.au/help-and-advice/emergency-management> to stay up to date.

Reporting Damage

Reporting damage-Primary industries natural disaster damage assessment (PiNDDA)

NSW Department of Primary Industries and Regional Development gather, analyse and report on damage to primary industries and animals after natural disasters.

The primary industries natural disaster damage assessments (PiNDDA) help a range of government agencies, industry organisations and communities understand the scale and regional distribution of the impact of a disaster on agriculture, plan for recovery activities and target resources and assistance in an area.

To report damage, use this link <http://www.dpi.nsw.gov.au/damagesurvey> on your phone or computer to submit a survey.

Emergency Assistance

Agency	Assistance	Contact
In an emergency, call Triple Zero (000) immediately or TTY - 106		

NSW SES	For emergency help in floods and storms	Call 132 500 https://www.ses.nsw.gov.au/
Local Land Services (LLS)	Emergency Assistance for Agriculture and Animal Welfare Related Issues (Only active during an emergency response)	1800 814 647 https://www.lls.nsw.gov.au/

Australian Government Reference Numbers (AGRN)s

Australian Government reference numbers (AGRN)s are used to identify natural disaster declarations, which list the areas affected by a disaster. Visit the full list of disaster declarations and their AGRNs to find out if your area is eligible for recovery support.

<https://www.nsw.gov.au/emergency/recovery/natural-disaster-declarations/fy-2024-25>

Financial Assistance for Primary Producers

Agency	Assistance	Contact
Rural Assistance Authority	The NSW Rural Assistance Authority (RAA) provides tailored access to loans, grants, rebates and subsidies for primary producers and small business operators.	1800 678 593 rural.assist@raa.nsw.gov.au www.raa.nsw.gov.au/disaster-assistance

Tropical Cyclone Alfred recovery updates	Get the latest information on recovery support in areas that have been impacted by floods and storms caused by Cyclone Alfred.	https://www.nsw.gov.au/emergency/tropical-cyclone-alfred-recovery-updates
Disaster Assistance Finder	Service NSW - Complete the online questionnaire to receive a personalised list of available programs and services.	https://disasterassistance.service.nsw.gov.au/
Personal Hardship Assistance Grant	Financial assistance for individuals impacted by the Tropical Cyclone Alfred weather event in the impacted Local Government Areas (AGRN 1198).	https://www.service.nsw.gov.au/transaction/nsw-support-cyclone-alfred-march-2025
Disaster Relief Grants	These grants support those most in need and those least able to return their homes to a safe and habitable condition after a natural disaster such as low-income earners and where	https://www.nsw.gov.au/grants-and-funding/disaster-relief-grants

	the damage is not covered by insurance.	
Natural disaster support	Help for people directly affected by a natural disaster in NSW, such as fires, storms or floods.	https://www.servicesaustralia.gov.au/new-south-wales-natural-disaster-support?context=60042
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.	https://www.ric.gov.au/farm-relief-tool

Recovery Support for Primary Producers

Agency	Assistance	Contact
Rural Financial Counselling Services	Rural Financial Counselling Services (RFCS) is a free and impartial financial counselling service to help with financial planning and	<p>RFCS NSW Northern Region</p> <p>The northern region extends from Greater Sydney to the QLD border and west to Moree Plains</p> <p>1800 344 090</p> <p>www.rfcsnr.org.au</p> <p>RFCS NSW Southern/Central</p>

	<p>applying for assistance.</p> <p>;</p>	<p>The southern/central region covers the rest of NSW.</p> <p>1800 319 458</p> <p>www.rfcsnsw.com.au</p>
Small Business Support	<p>A list of available support for small businesses as a result of the floods.</p>	<p>www.smallbusiness.nsw.gov.au/get-help/featured/nsw-small-business-storms-and-flood-support</p>
SafeWork small business rebate	<p>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.</p>	<p>Safe Work NSW</p> <p>13 10 50</p> <p>www.nsw.gov.au/grants-and-funding/1000-safework-small-business-rebate</p>
Australian Taxation Office	<p>The ATO also offers assistance with meeting tax obligations for businesses impacted by floods.</p>	<p>1800 806 218</p> <p>www.ato.gov.au/General/Dealing-with-disasters/In-detail/Specific-disasters/Floods/</p>
Recovery Connect and Disaster Assist	<p>National Emergency Management Agency is helping Australia prepare and recover from disasters. The agency provides national leadership and strategic</p>	<p>National Emergency Management Agency (NEMA)</p> <p>https://nema.gov.au/#/map</p> <p>www.disasterassist.gov.au</p>

	coordination in long-term disaster recovery, resilience, and risk reduction.	
Disaster Response Legal Service NSW	Free legal assistance for NSW residents affected by a disaster.	1800 801 529 www.disasterhelp.legalaid.nsw.gov.au/
Emergency Accommodation	Service NSW	13 77 88 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 1300 139 814 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.	1300 795 299 www.lls.nsw.gov.au/
Stock problems after a flood	Key information on looking after stock following a flood.	www.dpi.nsw.gov.au/emergencies/emergency/community/after-an-emergency/stock-problems-after-flood
Integrity Systems	Assistance with emergency NVDs, LPA advice and NLIS transfers.	1800 683 111 support@integritysystems.com.au www.integritysystems.com.au/

Dairy support	Contact Dairy NSW	0407 434 073 info@dairynsw.com.au www.dairyaustralia.com.au/dairynsw
Wildlife	Contact your local rescue group.	www.environment.nsw.gov.au/topics/animals-and-plants/native-animals/helping-wildlife-in-emergencies

Mental Health Support

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.	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	13 11 14
	Suicide Call Back Service	1300 659 467
	Beyond Blue	1300 224 636
	Mental health hotline (NSW Health 24/7)	1800 011 511
	13 YARN (indigenous led crisis support)	13 92 76
	Mensline	1300 789 978

	Domestic Violence	1800 737 732
	Kids Helpline (to 24 years old)	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.	www.ramhp.com.au/find-ramhp-coordinator/
Stay Afloat	A program dedicated to improving the mental health and wellness of the Australian seafood industry.	0408 008 344 www.stayafloat.com.au/
Online resources	Head to Health An Australian Government website that offers multiple ways of searching for digital mental health resources.	www.headtohealth.gov.au/
	BeyondBlue	www.beyondblue.org.au/
	Podcast about disasters, trauma, and mental health.	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. 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.	1300 327 624 www.ruralaid.org.au/
Lions Need for Feed	Donated fodder available through Lions. Register through website.	www.needforfeed.org
Blaze Aid	Rebuild fences and other structures that have been damaged or destroyed.	0418 990 267 admin@blazeaid.com.au www.blazeaid.com.au/
The Salvation Army	Generic contact details	13 72 58 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.	13 18 12 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/

Assistance	Details	Contact
Aussie Hay Runners	Support with transporting fodder in emergencies	0421 972 332 aussiehayrunners@gmail.com https://www.facebook.com/aussiehayrunners

The information contained in this publication is based on knowledge and understanding at the time of writing March, 2025. However, because of advances in knowledge, users are reminded of the need to ensure that the information upon which they rely is up to date and to check the currency of the information with the provided links for the most current information regarding available support.