



Natural disaster assistance guide for primary producers

Last updated: 28 February 2022

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 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

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

Evacuation centres for animals and livestock	<p>A full list of current Animal Evacuation Centres – where available - will be located at: https://www.dpi.nsw.gov.au/emergencies/floods/current-situation.</p> <p>Animal owners are reminded that care of your animals including adequate food and water supply, any toys and medication, as well as full time supervision remains your responsibility once you arrive at the animal evacuation centres.</p> <p>Owners are also asked to bring appropriate identification for their animals.</p>
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Primary producer support

Assistance	Details	Contact
Local Land Services	Technical assistance for primary producers.	P: 1300 795 299 https://www.lls.nsw.gov.au/
Rural Assistance Authority	NSW disaster assistance for primary producers	P: 1800 678 593 E: rural.assist@raa.nsw.gov.au https://www.raa.nsw.gov.au/disaster-assistance
Rural Recovery Support Service - Flood	The Rural Recovery Support Service is a temporary service managed by the NSW Department of Primary Industries (DPI) and funded by Resilience NSW, to provide assistance to rural landholders and primary producers who have been impacted by the recent floods.	P: 0448 077 684 E: flood.recovery@dpi.nsw.gov.au https://www.dpi.nsw.gov.au/about-us/rural-support/floods

Financial assistance

Federal & State Government assistance

Assistance	Details	Contact
Recovery Connect and Disaster Assist	NRAA 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 Recovery and Resilience Agency (NRRRA) https://recovery.serviceconnect.gov.au/ https://www.disasterassist.gov.au/
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> P: 180 22 66 https://www.servicesaustralia.gov.au/
Special Disaster Grants – Primary Producers	The Special Disaster Grant* for eligible primary producers is designed to help pay for immediate clean-up and repairs to infrastructure. *Grant available for eligible LGAs after a Category D disaster	<u>Rural Assistance Authority</u> P: 1800 678 593 https://www.raa.nsw.gov.au/disaster-assistance/
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> P: 1800 678 593 https://www.raa.nsw.gov.au/disaster-assistance/disaster-recovery-loans
Farm Household Support	A payment for farming families facing hardship. Eligible industries: Agricultural, horticultural, pastoral, apicultural or aquaculture industries.	Farmer Assistance HotlineP: 132 316 https://www.servicesaustralia.gov.au/individuals/services/centrelink/farm-household-allowance
Disaster Relief Grant: Always available 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.	Service NSW P: 13 77 88 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.	Services Australia P: 180 22 66 www.servicesaustralia.gov.au/disaster

Disaster Recovery Allowance: short-term income support for 13 weeks	The Disaster Recovery Allowance provides a short-term income support payment to assist individuals whose income has been affected as a direct result of the storms and floods, for up to 13 weeks. This is an Australian Government disaster assistance payment.	Services Australia P: 180 22 66 www.servicesaustralia.gov.au/disaster
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Financial assistance

Financial support agencies

Assistance	Details	Contact
Rural Assistance Authority	NSW disaster assistance for primary producers including: Special Disaster Grants Disaster relief loans Transport subsidies	P: 1800 678 593 www.raa.nsw.gov.au/disaster-assistance
Farm Household Contact Officer	Services Australia.	Farmer Assistance Line P: 132 316 www.servicesaustralia.gov.au/disaster
Rural Financial Counselling	Rural Financial Counselling Services (RFCS) is a free and impartial financial counselling service to help with financial planning and applying for assistance. 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.	<u>North-eastern NSW</u> P: 1800 344 090 E: info@rfcsnr.org.au https://rfcsnr.org.au/ <u>Southern/Central NSW</u> P: 1800 319 458 E: info@rfcsnsw.com.au https://www.rfcsnsw.com.au/
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.	P: 1300 134 359 https://www.nsw.gov.au/topics/business-advice-and-support/about-business-connect
Australian Taxation Office	The ATO also offers assistance with meeting tax obligations for businesses impacted by floods.	https://www.ato.gov.au/general/support-in-difficult-times/natural-disaster-support/recovery-following-natural-disasters/
Bank Support	Major financial institutions may offer flood relief for their customers.	Contact your bank

Animal welfare and management

Assistance	Details	Contact
Wildlife	Contact your local rescue group.	https://www.environment.nsw.gov.au/topics/animals-and-plants/native-animals/helping-wildlife-in-emergencies
Local Land Services	On-going technical support including on-going livestock feeding advice.	P: 1300 795 299 https://www.lls.nsw.gov.au/
Stock problems after a flood	Key information on looking after stock following a flood.	https://www.dpi.nsw.gov.au/emergencies/emergency/community/after-an-emergency/stock-problems-after-flood
Drought 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'.	https://www.dpi.nsw.gov.au/animals-and-livestock/nutrition/costs-and-nutritive-value/feed-cost-calculator
Integrity Systems	Assistance with emergency NVDs, LPA advice and NLIS transfers.	P: 1800 683 111 E: support@integritysystems.com.au https://www.integritysystems.com.au/
Dairy support	Contact Dairy NSW.	P: 1800 270 778 E: info@dairynsw.com.au https://www.dairyaustralia.com.au/dairynsw
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. https://www.dpi.nsw.gov.au/contact-us/contact-a-dpi-fisheries-officer

Other Assistance

Assistance	Details	Contact
Disaster Response Legal Service NSW	Free legal assistance for NSW residents.	Legal Aid P: 1800 801 529 https://disasterhelp.legalaid.nsw.gov.au/
Emergency Temporary Accommodation	Short term housing support.	Housing Contact Centre – Department of Communities & Justice P: 1800 422 322 https://www.facs.nsw.gov.au/housing/policies/social-housing-eligibility-allocations-policy-supplement/chapters/eligibility-for-emergency-temporary-accommodation-because-of-a-natural-disaster
Insurance	Insurance Council of Australia has a website of useful information.	https://insurancecouncil.com.au/consumers/help-in-disasters/
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 P: 1300 139 814 https://www.revenue.nsw.gov.au/taxes-duties-levies-royalties/motor-vehicle-duty/relief
NSW Farmers Association	Updates on assistance available can be viewed on the NSW Farmers website. Contact Regional Services Managers with any issues or concerns.	P: 02 9478 1000 https://www.nswfarmers.org.au/
Road closures and travel advice	Up to date information on the latest road closures and real-time traffic conditions.	https://www.livetraffic.com/

Health and wellbeing

Assistance	Details	Contact
Emergency mental health support		Call 000
Hotlines / Helplines	Lifeline	P: 13 11 14
	Beyond Blue	P: 1300 224 636
	Mental health hotline (NSW Health – 24/7)	P: 1800 011 511
	Mensline	P: 1300 789 978
	Kids Helpline	P: 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.	P: 02 6363 8444 https://www.ramhp.com.au/find-ramhp-coordinator/
Online resources	Head to Health An Australian Government website that offers multiple ways of searching for digital mental health resources.	https://www.headtohealth.gov.au/
	BeyondBlue	https://www.beyondblue.org.au/
	Podcast about disasters, trauma and mental health.	https://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 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 https://www.givit.org.au/
Blaze Aid	Rebuild fences and other structures that have been damaged or destroyed.	P: 0418 990 267 E: admin@blazeaid.com.au https://blazeaid.com.au/
The Salvation Army	Central NSW: Captains Jon and Leah Belmonte: 0401 690 877 Western NSW: Majors David and Robin Pullen: 0419 013 320 North NSW: Majors Rusty and Di Lawson: 0417 797 785 Southern NSW Majors Max and Karen Smith: 0428 650 915	P: 13 72 58 https://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.	P: 13 18 12 https://www.vinnies.org.au/findhelp/v iew/119
Rural Aid	Rural Aid provides critical support including water, fodder (hay), financial and counselling assistance to help farmers (primary producers) who endure natural disasters.	P: 1300 327 624 https://www.ruralaid.org.au/counselling-2/
Lions Need for Feed	Donated fodder available through Lions. Register through website.	https://www.needforfeed.org/
Drought Community Outreach program	Rotary provide \$500 vouchers to farming households affected by drought. Register at a local Drought Community Outreach program event.	Rotary Contact your local club or NRAA https://recovery.gov.au/drought- community-outreach-program https://recovery.gov.au/get- support/find-recovery-support- officer#/map

Keep COVID Safe

We all have a part to play in keeping NSW COVID safe. We're asking everyone to ensure they are familiar with COVID-19 restrictions, to follow COVID safe best practice and always remain vigilant.

This includes:

- Stay home if you have any symptoms and get tested
- Check-in when you visit a venue, business or shop
- Stay 1.5 metres apart from others
- Wash your hands frequently
- Make sure your business has a COVID safe plan

The [COVID-19 Home \(nsw.gov.au\)](https://nsw.gov.au) offers our producers a portal to information about COVID-19 and information relevant to our industry.

If the webpage does not answer your questions email us at covidinfo@dpi.nsw.gov.au. For further information on what to do in NSW, visit <https://www.nsw.gov.au/>

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