



Flood Support Summary & Other Resources & Information

State Information And Support Resources

As a starting point, we recommend - <https://www.nsw.gov.au/floods>. This page leads to

- [Support for People](#)
- [Support for Businesses](#)
- [Support for Farmers](#)

It also provides information about evacuation centres, school updates, landlord and tenants' rights in a flood, and how to replace your identification documents that may have been lost.

Whilst hard for many at this point to focus on anything but clean-up and recovery activities, we encourage you to **take as many photographs** of damaged valuables and structures as possible which will likely support insurance claims and funding applications equally.

Support for Flood-Affected Communities

Through Service NSW, a series of support packages are now available to those affected by floodwaters in NSW. These include:

- [Disaster Relief Grants](#) for low income earners faced with disaster hardship who have suffered damage to the structure or contents of their homes
- Personal and financial counselling
- Assistance finding temporary accommodation
- Small business, primary producer and not-for-profit grants
- Freight subsidies of up to 50 per cent for primary producers
- Assistance for Councils with operational costs and the restoration of essential public assets

For assistance, please contact Service NSW or by phone on **13 77 88**.

Small businesses and primary producers can [apply for concessional loans](#) of up to \$130,000. There are also concessional interest rate loans available for not-for-profits, freight subsidies of up to 50 per cent for primary producers and assistance available for councils for operational costs and the restoration of essential public assets.

Residents may also be eligible for the Commonwealth Government's [Disaster Recovery Payment](#) which is a one-off, non-means tested payment of \$1000 per eligible adult and \$400 per eligible child, and is available to eligible people in those affected LGAs who have suffered a significant loss, including a severely damaged or destroyed home or serious injury.

Service NSW are providing a one stop shop for people and businesses impacted by the NSW floods to access available recovery services.

People can call 13 77 88 or visit service.nsw.gov.au to access:

- Accommodation advice
- Relevant charitable services
- Mental health and wellbeing services
- Support for businesses
- Financial assistance
- Insurance and legal support
- Replacing lost ID

Some advice about cleaning flood impacted households and businesses can be [found here](#).

Support For Flood Impacted Businesses

Business NSW is making access to its **Workplace Advice Line** free to all business owners in NSW impacted by the current flood disaster. The Advice Line is to help employers with workplace and employment issues during this difficult time.

Normally available to members only, the service will be available for the next two weeks at no charge to all businesses in impacted areas.

Call 13 29 59 between 8.30am and 5pm.

Funding To Help Flood-hit Communities, Farmers, Small Business & Councils

A new \$434.7 million of funding was announced on 3 March 2022 from the Commonwealth and New South Wales governments will support communities clean up and remove damage and debris, as well as further support local government areas that have been flood-affected.

Grants of up to \$75,000 for primary producers and up to \$50,000 for small businesses and not for profit organisations devastated by flooding will soon be available through NSW Government agencies, with [registration now open](#) through Service NSW.

More information in [this media release](#).

Animal Welfare Hotline For Flood Affected Farmers

The NSW Government has opened an emergency animal welfare hotline for assistance if dealing with stranded, injured or perished livestock.

If you are needing assistance please call **1800 814 647**.

The [North Coast Local Land Services Facebook page](#) and the [NSW Department of Primary Industries Facebook page](#) are a great way to keep up to date.

More information in this [media release](#).

Flood support For Aboriginal People And Businesses

Aboriginal residents and Aboriginal businesses in LGAs [declared as disaster areas](#) may be eligible for assistance from the NSW Government.

Routine communications provide access to services such as [financial assistance](#) for immediate needs, [mental health support](#) and more.

Service NSW customer care specialists are available to help flood-affected customers with services and support on **13 77 88** for information on assistance available.

Routine communications include the [Disaster Assistance Finder](#) online tool that will give residents and businesses a personalised list of flood recovery support services.

Food support: Food boxes are available at every Evacuation Centre with more stores being shipped.

Disposing Of Flood Generated Waste

The NSW Government has waived the waste levy for flood generated waste in the declared Local Government Areas. North Coast Council areas where the waste levy has been waived: Ballina Shire Council, Bellingen Shire Council, Byron Shire Council, Clarence Valley Council, Coffs Harbour City Council, Kempsey Shire Council, Kyogle Council, Lismore City Council, Nambucca Valley Council, Port Macquarie Hastings Council, Richmond Valley Council, and Tweed Shire Council.

If it is safe to do so, people should transfer debris out of homes and businesses to the kerb-side for pick up.

Putrescible waste should be separated from non-putrescible waste and disposed of via red bins.

For businesses with a large volume of putrescible waste, please contact your local council and a skip bin can be arranged with Public Works.

More information in this [media release](#).

How You Can Help

- **GIVIT** are working with government agencies and local communities to manage offers of donated items, services and funds for people impacted by floods across parts of NSW. <https://www.givit.org.au/storms-and-flooding>.

- For financial donations, consider the **Red Cross Flood Appeal** - <https://www.redcross.org.au/floodsappeal/>
 - If you would like to donate to the **Lismore Flood Appeal** - information can be found at <https://lismore.nsw.gov.au/flood-2022-information>
 - For those looking to volunteer in flood affected areas, please contact your local SES branch for more information on how you may be able to assist.
 - If you are looking to assist in the clean-up effort, please consider that some communities are still working through what the preferred approach is given many areas are still under evacuatio
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