



Memorandum

To:	All SLSNSW Branches
From:	SLSNSW
Date:	14 April 2021
Pages:	4
Subject:	Disaster Assistance – NSW Storms and Floods from 10 March 2021 onwards AS AT 12/4

This information is current as at 1PM NSW time 12/4/21 and may change. Please check against each payment for which LGA/s are eligible and/or if the payment is suitable for individuals or organisations before applying.

Following the recent storms and flooding in New South Wales, some disaster assistance has been activated for 64 LGAs across NSW. For details of the areas within these LGAs that are eligible for assistance, please visit www.raa.nsw.gov.au/disaster-assistance/declared-natural-disasters

1. FOR INDIVIDUALS

For individuals impacted by this disaster, Service NSW Disaster Customer Care Service can help you navigate the support and financial assistance that is available across all levels of government. This support is available via phone, online or in-person: call 13 77 88 OR visit www.service.nsw.gov.au for locations of Service NSW centres and Mobile Service Centres.

Individuals may be eligible for one or more of the below payments; please check the eligibility criteria before applying.

Australian Government Disaster Recovery Payment

- This payment provides one-off financial assistance to eligible Australians adversely affected by the storms and floods. That is, people who have been seriously injured, have lost their homes or whose homes have been directly damaged, whose major assets have been directly damaged or are the immediate family members of a person who has died as a direct result of the storms and floods.
- You must be located in one of the 34 disaster declared NSW LGAs – for the full list visit www.disasterassist.gov.au/Pages/disasters/current-disasters/New-South-Wales/storms-floods-10-March-2021-onwards.aspx
- The rate of this payment is
 - \$1000 per eligible adult and
 - \$400 per eligible child.
- Claims for this payment may lodged with [Services Australia](http://www.servicesaustralia.gov.au) (Centrelink) for a period up to 6 months.
- For more information on eligibility, visit the [Services Australia](http://www.servicesaustralia.gov.au) (Centrelink) website or contact the Australian Government Information Hotline on 180 22 66 for claims assistance.

New Zealand disaster recovery payment

- An ex-gratia payment is being provided to eligible New Zealand 'non-protected' special category visa (SCV) (subclass 444) holders who have been adversely affected by the storms and floods. That is, people who have been seriously injured, have lost their homes or whose homes have been directly damaged, whose major assets have been directly damaged or are the immediate family members of a person who has died as a direct result of the storms and floods.
- You must be located in one of the 34 disaster declared NSW LGAs – for the full list visit www.disasterassist.gov.au/Pages/disasters/current-disasters/New-South-Wales/storms-floods-10-March-2021-onwards.aspx
- The rate of this payment is
 - \$1000 per eligible adult and
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- Claims for this payment may lodged with [Services Australia](#) (Centrelink) for a period up to 6 months.
- For eligibility information, visit the [Services Australia](#) (Centrelink) website or contact the Australian Government Information Hotline on 180 22 66 for claims assistance.

Disaster Recovery Allowance (DRA)

- This allowance provides income support payments to employees, primary producers and sole traders who can demonstrate they have experienced a loss of income as a direct result of the storms and floods.
- The allowance provides fortnightly payments for up to 13 weeks up to the applicable rate of JobSeeker Payment or Youth Allowance, depending on the person's circumstances.
 - DRA is available to Australian residents who are 16 years and older.
 - DRA is not available to those already receiving another income support payment or pension such as the Age Pension, JobSeeker Payment or Service Pension.
- You must be located in one of the 34 disaster declared NSW LGAs – for the full list visit www.disasterassist.gov.au/Pages/disasters/current-disasters/New-South-Wales/storms-floods-10-March-2021-onwards.aspx
- For eligibility information, visit the Services Australia (Centrelink) website or contact the Australian Government Information Hotline on 180 22 66 for claims for assistance.

New Zealand income support allowance

- The New Zealand income support allowance is available to eligible New Zealand 'non-protected' special category visa (SCV) (subclass 444) holders who can demonstrate they have experienced a loss of income as a direct result of the storms and floods.
- The allowance provides fortnightly payments for up to 13 weeks up to the applicable rate of JobSeeker Payment or Youth Allowance, depending on the person's circumstances.
 - The allowance is available to SCV holders who are 16 years and older.
- You must be located in one of the 34 disaster declared NSW LGAs – for the full list visit www.disasterassist.gov.au/Pages/disasters/current-disasters/New-South-Wales/storms-floods-10-March-2021-onwards.aspx
- For eligibility information, visit the Services Australia (Centrelink) website or contact the Australian Government Information Hotline on 180 22 66 for claims for assistance.

NSW Disaster Relief Grant for Individuals

- This grant provides financial assistance to eligible individuals and families whose homes have been damaged by a natural disaster. You may be eligible for financial support if the following apply:
 - your home (primary place of residence) was damaged by a natural disaster
 - you do not have insurance for the damage
 - you are a low-income earner with limited financial resources
 - it has been less than 4 months since the disaster.
- For further details including the application process, visit www.nsw.gov.au/resilience-nsw/disaster-relief-grant-for-individuals

NSW Disaster Welfare Assistance

- For information on eligibility and how to apply for NSW Disaster Welfare Assistance, visit www.emergency.nsw.gov.au/Pages/for-the-community/disaster-assistance/how-to-apply.aspx



2. FOR ORGANISATIONS

Low interest loans for not-for-profit organisations

Please note that the following low interest loans are also available for not for-profit organisations whose assets have been significantly damaged as a direct result of an eligible disaster:

Loan Amount	<ul style="list-style-type: none">• Maximum \$25,000
Maximum term	<ul style="list-style-type: none">• Up to 5 years
Security	<ul style="list-style-type: none">• Registered Mortgage over the land• Other security, including a mortgage from another person may be considered
Fees	<ul style="list-style-type: none">• Security searches and registration• No ongoing fees or charges
Interest Rate	<ul style="list-style-type: none">• 0.45%

For full details, including whether the LGA you are located in is eligible, visit www.raa.nsw.gov.au/disaster-assistance/disaster-recovery-loans/non-profit-organisations and/or www.nsw.gov.au/topics/disaster-relief-and-support/disaster-relief-and-support-for-not-for-profit-organisations-and

Low interest loans for sporting and recreation clubs

Please note that the following low interest loans are also available for sporting and recreation clubs to help meet the costs of restoring essential club facilities, equipment or other assets that have been damaged or destroyed by a natural disaster:

Loan Amount	<ul style="list-style-type: none">• Maximum \$10,000
Maximum term	<ul style="list-style-type: none">• Up to 5 years
Security	<ul style="list-style-type: none">• An Agreement from the members of the committee that the loan will be repaid
Fees	<ul style="list-style-type: none">• No ongoing fees or charges
Interest Rate	<ul style="list-style-type: none">• 0.45%

For full details, including whether the LGA you are located in is eligible, visit www.raa.nsw.gov.au/disaster-assistance/disaster-recovery-loans/sporting-and-recreation-clubs and/or www.nsw.gov.au/topics/disaster-relief-and-support/disaster-relief-and-support-for-sport-and-recreation-clubs

Low interest loans are also available to primary producers and small businesses. For more details visit www.raa.nsw.gov.au/disaster-assistance/disaster-recovery-loans

3. FOR INDIVIDUALS AND ORGANISATIONS

Legal support

Individuals and organisations can contact LawAccess NSW on 1300 888 529 to discuss legal support that may be available from Legal Aid NSW, Community Legal Centres, and other free legal assistance services in your area.

NSW Government assistance replacing licenses and other items

- Eligible NSW Department of Roads and Maritime customers may be able to obtain free replacement of vehicle and vessel licenses and registration products where these have been destroyed because of a natural disaster.
- For more information, please visit www.rms.nsw.gov.au/about/news-events/natural-disaster-assistance.html



NSW Department of Revenue relief measures

- Individuals, organisations, and businesses that have been affected by the NSW floods may be eligible for assistance including but not limited to putting payments on hold or extending them, and advice on exemptions from payroll tax that may apply to employees engaging in emergency assistance
- For more information, visit www.revenue.nsw.gov.au/news-media-releases/natural-disaster-relief

Westpac personal and business customer relief package

- Individuals, organisations, and businesses who are Westpac customers and are affected by the NSW floods may be eligible for assistance including but not limited to assistance making an insurance claim, and deferment of credit card and loan repayments. For more information including eligibility visit www.westpac.com.au/about-westpac/sustainability/initiatives-for-you/customers-disaster-relief/
- Westpac has also opened a Flood Support Fund to provide emergency grants for business and/or personal customers in flood-affected areas across New South Wales. For further details, visit www.westpac.com.au/about-westpac/sustainability/initiatives-for-you/customers-disaster-relief/flood-support/

Telstra customer disaster relief

- Individuals, organisations, and businesses who are Telstra customers and are affected by the NSW floods may be eligible for an assistance package including services such as extra mobile data, free call diversions and/or one-off credit to help cover the cost of getting a fixed phone service back up and running.
- For more information including eligibility, visit <https://exchange.telstra.com.au/disaster-relief-and-assistance-for-our-new-south-wales-customers>

Please note that this information is current as at 12/4/21 but may change.

Kind regards

SLSNSW