



# Memorandum

<b>To:</b>	SLS Central Coast and all its clubs SLS Far North Coast Branch and all its clubs Hunter SLS and all its clubs SLS Lower North Coast Branch and all its clubs SLS North Coast Branch and all its clubs SLS Sydney Northern Beaches and all its clubs Cronulla SLSC Elouera SLSC Era SLSC Macksville Scotts Head SLSC North Cronulla SLSC Wanda SLSC
<b>From:</b>	<a href="#">SLSNSW</a>
<b>Date:</b>	24 March 2021
<b>Pages:</b>	4
<b>Subject:</b>	Disaster Assistance – NSW Storms and Floods from 10 March 2021 onwards AS AT 24/3

**This information is current as at 1:15PM NSW time 24/3/21 and is likely to change in coming days. 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 **Clarence Valley, Newcastle, Sutherland, Bellingen, Central Coast, Coffs Harbour, Lake Macquarie, MidCoast, Port Macquarie-Hastings, Kempsey, Nambucca and Port Stephens** (note: additional LGAs have also been activated for assistance, however these areas do not have any SLSCs located in them). 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](http://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](http://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](http://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](#) (Centrelink) for a period up to 6 months (10 September 2021).
- For more information on eligibility, visit the [Services Australia](#) (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](http://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](#) (Centrelink) for a period up to 6 months (10 September 2021).
- 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](http://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](http://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 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](http://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"><li>• Maximum \$25,000</li></ul>
Maximum term	<ul style="list-style-type: none"><li>• Up to 5 years</li></ul>
Security	<ul style="list-style-type: none"><li>• Registered Mortgage over the land</li><li>• Other security, including a mortgage from another person may be considered</li></ul>
Fees	<ul style="list-style-type: none"><li>• Security searches and registration</li><li>• No ongoing fees or charges</li></ul>
Interest Rate	<ul style="list-style-type: none"><li>• 0.45%</li></ul>

For full details visit [www.raa.nsw.gov.au/disaster-assistance/disaster-recovery-loans/non-profit-organisations](http://www.raa.nsw.gov.au/disaster-assistance/disaster-recovery-loans/non-profit-organisations)

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

For full details visit [www.raa.nsw.gov.au/disaster-assistance/disaster-recovery-loans/sporting-and-recreation-clubs](http://www.raa.nsw.gov.au/disaster-assistance/disaster-recovery-loans/sporting-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](http://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](http://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/help-for-bushfire-affected-customers](http://www.revenue.nsw.gov.au/news-media-releases/help-for-bushfire-affected-customers)



### **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/](http://www.westpac.com.au/about-westpac/sustainability/initiatives-for-you/customers-disaster-relief/)

### **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>

This information will be updated regularly as the floods and storms continue.

Kind regards

SLSNSW