



Information and resources for fire-affected communities

(Updated: 07/01/2020)

Below is a list of resources and information that may be helpful for people who have been or expect to be impacted by the fires over coming days, weeks and months. Whilst this list is by no means exhaustive, we hope that it is a starting point for your Network and your communities.

We will continue to update this list as new information comes to hand. Feel free to email Wesley LifeForce's Community Engagement Coordinator (Meryl.Klimczak@wesleymission.org.au) with details of resources, services and contact points not already listed below.

NEW SOUTH WALES / NATIONAL

Small Business Grants

Grants of up to \$15,000 are available if your business has been directly affected by bush fire. Applications can be made to the Rural Assistance Authority on 1800 678 593 or [CLICK HERE](#) for eligibility criteria.

Primary Producer Grants

Grants of up to \$15,000 are available for bush fire affected primary producers. Applications can be made to the Rural Assistance Authority on 1800 678 593 or [CLICK HERE](#) for eligibility criteria.

Clean-up Assistance

If your property is insured, please contact your insurer about clean-up.

If you are uninsured and your home has been damaged or destroyed, Public Works Advisory will arrange for the clean-up of your residence and immediately adjacent outbuildings, including the removal of concrete slabs. Please contact Public Works Advisory on 1800 88 55 39 to discuss the clean-up of your property.

The Insurance Council of Australia can be contacted with any questions, complaints or concerns about insurance on 1800 734 621.

Free face-to-face support

The following free services are available to people impacted by fires and drought.

- Hunter / New England - Healthwise **1800 931 540**
- North Coast - Connect to Wellbeing **1300 160 339**

Insurance

Are you insured?

If you are insured talk to your insurance company as soon as possible about how to make a claim. Take photos or video of damage to your property and possessions as evidence for your claim. If you have clearance from your insurer and evidence for your claim, you can start cleaning up.



The Insurance Council of Australia can be contacted with any questions, complaints or concerns about insurance on **1800 734 621**.

Uninsured?

If you are not insured and have limited income, you may be eligible for a disaster relief grant. Contact the Disaster Welfare Assistance Line on **1800 018 444**.

Disaster Relief Grants

If you are not insured and have limited income, you may be eligible for a disaster relief grant. Please call Disaster Welfare on **1800 018 444**.

Grants are available for eligible individuals and families whose homes and essential household contents have been damaged or destroyed by a natural disaster.

To be eligible for this assistance you must:

- be a low-income earner and meet an income assets test
- demonstrate that the affected home is your principal place of residence
- not be covered by insurance
- demonstrate that the damage was caused by the disaster
- lodge the application within four months of the disaster occurring

Contact the Disaster Welfare Assistance Line on **1800 018 444**.

Disaster Recovery Payment

The Australian Government Disaster Recovery Payment has been activated for people severely affected by the NSW Bush Fires.

This provides a one-off payment of \$1000 per adult and \$400 per child if your home has been destroyed or severely damaged - **including smoke damage**.

Call **180 22 66** to apply.

Disaster Recovery Allowance

The Disaster Recovery Allowance has been activated by the Australian Government for people affected by the NSW Bush Fires.

This provides short term support payment to assist those whose income has been affected as a direct result of the bush fires.

Call **180 22 66** or visit humanservices.gov.au

Replacing personal documents

Service NSW can help replace many of your personal documents free of charge if they were damaged or destroyed. This includes birth certificates, marriage certificates, licences and number plates.

For assistance please visit your nearest NSW Service centre, or call **13 77 88**



Housing Assistance

In NSW, social housing providers can provide support and assistance to people who are affected as a direct result of natural disasters such as fires, floods and severe storms.

What types of service are available?

Social housing providers in NSW can assist affected people with access to products such as:

Temporary Accommodation - time limited accommodation for clients who are experiencing immediate homelessness

Emergency Temporary Accommodation - short-term temporary housing for up to 3 months for clients in urgent need of housing because of natural disaster [who would not normally be eligible for social housing]

Rentstart Bond loan - an interest-free loan to assist eligible clients pay a rental bond for a tenancy

Housing Assistance - a range of housing assistance products and services [including the above] that a person may be eligible for.

Where to go for help during business hours

During regular business hours 9am - 5pm Monday to Friday, visit any social housing provider.

A list of social housing providers can be found [HERE](#)

Where to get help after hours

The Department of Communities and Justice Housing Contact Centre (HCC) operates 24 hours a day, 365 days a year.

The HCC can assist people with

- Temporary accommodation
- General housing enquiries
- Applications for housing assistance

Important numbers

Link2Home - **1800 152 152**

For temporary accommodation - this information and referral service is open 24 hours a day, 7 days a week.

DCJ Housing Contact Centre **1800 422 322**

Animal Welfare

Local Land Services is assisting with emergency fodder, stock water and assessment of animals impacted by the fire.

Landholders are encouraged to call the Agriculture and Animal Hotline to request assistance or report any stock losses.

Animal & Agriculture Hotline: **1800 814 647**

Legal Assistance

Legal Aid NSW lawyers can provide free legal advice and assistance to people affected by disasters on a range of issues including:

- insurance policies
- tenancy or employment
- credit and debt issues

Visit legalaid.nsw.gov.au or call **1800 801 529**