

Natural disaster assistance guide for primary producers

Last updated: 01 April 2021

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 Climate & Emergency response and recovery for NSW primary producers. Visit <https://www.dpi.nsw.gov.au/climate-and-emergencies/floods>

Emergency assistance

| | |
|--|---|
| Agriculture and Animal Services Hotline Line 1800 814 647 | <p>DPI and LLS are providing emergency assistance to landholders and communities to prevent immediate business failure and animal welfare concerns. Emergency assistance may include:</p> <ul style="list-style-type: none"> • Animal assessment and veterinary assistance • Stock euthanasia and burial • Emergency fodder and emergency stock water (where there is an immediate animal welfare concern) • Livestock feeding and management advice • Care of animals in evacuation centres • Immediate assistance where possible for horticulture, aquaculture and fishing industries |
| Disaster Welfare Assistance Line 1800 018 444 | <p>Evacuation centers, disaster welfare points, register to find & reunite with family, other household assistance.</p> <p>https://nswmentalhealthcommission.com.au/assistance-for-people-affected-by-disaster</p> |
| Disaster Customer Care Service 13 77 88 | <p>For information on all available disaster assistance, please contact the Disaster Customer Care Service at Service NSW on 13 77 88 or online via www.service.nsw.gov.au</p> |

| | |
|---|---|
| | 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 is located at: www.dpi.nsw.gov.au/floods</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> |

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.

Primary producer support

| | | |
|-----------------------------------|---|---|
| Local Land Services | Technical assistance for primary producers | 1300 795 299 https://www.lls.nsw.gov.au/ |
| Rural Resilience Program | Provides information on support available for farmers and their families or workers recovering from natural disasters and can connect them with relevant support services and assistance packages | 0419 281 199 (Coordinator) or email rural.recovery@dpi.nsw.gov.au www.dpi.nsw.gov.au/rpp |
| Rural Assistance Authority | NSW disaster assistance for primary producers | 1800 678 593 www.raa.nsw.gov.au/disaster-assistance www.raa.nsw.gov.au rural.assist@raa.nsw.gov.au |

Financial assistance

| Federal & State Government assistance | | |
|---|--|---|
| Disaster Welfare | Recovery support for affected communities from the Office of Emergency management (OEM) | 1800 018 444 www.emergency.nsw.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 Commercial fishers as well as aquaculture producers may be eligible | Services Australia 180 22 66 https://www.servicesaustralia.gov.au/ |
| Special Disaster Grants – Primary Producers | The Special Disaster Grant of up to \$75,000 for eligible primary producers is designed to help pay for immediate clean-up and repairs to infrastructure. Commercial fishers, aquaculture producers, apiarists and other primary producers may be eligible. | Rural Assistance Authority 1800 678 593 https://www.raa.nsw.gov.au/disaster-assistance/special-disaster-grants-floods |
| 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. | Rural Assistance Authority 1800 678 593 https://www.raa.nsw.gov.au/disaster-assistance |
| Farm Household Support | A payment for farming families facing hardship. Eligible industries: Agricultural, horticultural, pastoral, apicultural or aquacultural industries | Farmer Assistance Hotline 132 316 https://www.servicesaustralia.gov.au/individuals/services/centrelink/farm-household-allowance |
| Disaster Relief Grant: always-on assistance 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. | 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 tests payment of \$1,000 for adults and \$400 for children, who have been seriously | 180 22 66 www.servicesaustralia.gov.au/disaster |

| | | |
|--|--|--|
| | 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. | |
|--|--|--|

| | | |
|--|---|---|
| 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. | 180 22 66 www.servicesaustralia.gov.au/disaster |
| Small Business Support | A list of available support for small businesses as a result of the floods | https://www.smallbusiness.nsw.gov.au/news/assistance-flood-and-storm-affected-businesses-now-available |

| Financial support agencies | | |
|--|--|---|
| Rural Assistance Authority | NSW disaster assistance for primary producers <ul style="list-style-type: none"> • Special Disaster Grants • Disaster relief loans • Transport subsidies | 1800 678 593 www.raa.nsw.gov.au |
| Farm Household Contact Officer | Department of Services Australia | Farmer Assistance Line 13 23 16 https://www.servicesaustralia.gov.au/ |
| Rural Financial Counselling | Rural Financial Counselling Services (RFCS) is a free and impartial financial counselling service; including aquaculture to help with financial planning and applying for assistance | 1800 319 458 www.rfcsnsw.com.au Northern region 02 6662 5055 Southern region 02 6452 5850 Central region 1800 940 404 |
| Office of the NSW Small Business Commissioner | Small Biz Connect is a quality, personalised and highly subsidised business advisory program for small businesses in NSW, including agribusinesses. | 1300 134 359 https://www.business.nsw.gov.au/support-for-business/businessconnect |
| Australian Taxation Office | The ATO also offers assistance with meeting tax obligations for businesses impacted by floods. | https://www.ato.gov.au/General/Dealing-with-disasters/In-detail/Specific-disasters/Floods/ |

| | | |
|---------------------|--|-------------------|
| Bank Support | Many of the major financial institutions have announced flood relief for their customers | Contact your bank |
|---------------------|--|-------------------|

Animal welfare and management

| | | |
|-------------------------------------|---|---|
| Wildlife | Contact your local rescue group. | 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 | 1300 795 299 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/climate-and-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' | 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 | 1800 683 111 https://www.integritysystems.com.au/ support@integritysystems.com.au |
| Dairy support | Contact Dairy NSW | 1800 270 778 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 can not meet your deadlines then speak to your local Fisheries Officers . |

Other available assistance

| | | |
|--|--|--|
| Disaster Response Legal Service NSW | Free legal assistance for NSW residents | Legal Aid 1800 801 529 https://disasterhelp.legalaid.nsw.gov.au/ |
| Emergency Temporary Accommodation | Short term housing support | Housing Contact Centre – Department of Communities & Justice 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 can be contacted with any questions, complaints or concerns about insurance | 1800 734 621 www.disasters.org.au |
| 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 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 | 02 9478 1000 www.nswfarmers.org.au |
| Road closures & travel advice | Up to date information on the latest road closures and real-time traffic conditions are available | https://www.livetraffic.com/ Local council websites |

Health and wellbeing

| | | |
|--|--|--|
| Mental health and wellbeing assistance | Beyond Blue | 1300 224 636 |
| | Lifeline | 13 11 14 |
| | Mensline | 1300 789 978 |
| | Kids Helpline | 1800 551 800 |
| | Mental health hotline | 1800 011 511 |
| | Bush Support Services - psychological support | 1800 805 391 |
| Farm Gate Counsellors | Farmers and business owners in bushfire affected areas can access Farm Gate counsellors and peer support workers | 02 6363 8444 www.ramhp.com.au to be linked to your closest counsellor or support worker |
| 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 | To find the location of your nearest RAMHP Officer call 02 6363 8444 www.ramhp.com.au |
| Online resources | Disasters, trauma and mental health | www.crrmh.com.au/get-help-now/self-help-resources/podcasts/disasters-trauma-mental-health/ |
| Emergency mental health support | | Call 000 |

Charities and other support

| | | |
|---|---|---|
| GIVIT is the NSW Government lead charity in coordinating 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 | 0418 990 267 admin@blazeaid.com.au www.blazeaid.com.au |

| | | |
|----------------------------|---|--|
| The Salvation Army | <p>Central NSW: Captains Jon and Leah Belmonte 0401 690 877</p> <p>Western NSW: Majors David and Robin Pullen 0419 013 320</p> <p>North NSW: Majors Rusty and Di Lawson 0417 797 785</p> <p>Southern NSW: Majors Max and Karen Smith 0428 650 915</p> | <p>13 72 58 www.salvationarmy.org.au</p> |
| 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/page/Find_Help/NSW/Disaster_Recovery/#:~:text=Disaster%20relief%20and%20recovery%20in,locals%20in%20times%20of%20hardship</p> |
| 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/ruralaid.org.au/counselling</p> |
| Lions Need for Feed | Donated fodder available through Lions. Register through website | https://www.needforfeed.org/ |

Community events funding

| | | |
|--------------------------------------|---|--|
| Drought Resilience Fund (DRF) | <p>The DRF has been established to support communities in NSW who have ideas to connect their communities and improve peoples' well-being through social activities and events.</p> | <p>https://www.dpi.nsw.gov.au/about-us/rural-support/RRP/the-drought-resilience-fund</p> <p>Contact jakke.bogie@dpi.nsw.gov.au</p> |
|--------------------------------------|---|--|

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 [NSW DPI COVID-19 website](#) 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 nsw.gov.au.

© State of New South Wales through Regional NSW 2021. The information contained in this publication is based on knowledge and understanding at the time of writing (March 2021). However, because of advances in knowledge, users are reminded of the need to ensure that the information upon which they rely is up to date and to check the currency of the information with the appropriate officer of the Department of Regional NSW or the user's independent adviser.