

13 June 2024

## Natural disaster assistance guide for primary producers

### NSW Severe Weather and Flooding - Category B Declarations (AGRN 1101, 1119 and 1129)

*The impact of 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 assistance, resources and advice to landholders and primary producers including commercial fishers, aqua culturists, foresters and other industries impacted by a declared natural disaster event.

The DPI provides information, resources and support on emergency response and recovery for NSW primary producers. Visit <https://www.dpi.nsw.gov.au/emergencies/floods>.

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### Emergency Assistance for Agriculture and Animals Hotline

#### **Phone: 1800 814 647**

During an active emergency response primary producers and rural landholders impacted by natural disasters can request assistance for animal welfare related issues including:

- emergency fodder
- emergency stock water (where there is an immediate animal welfare concern)
- animal assessment and veterinary assistance
- stock euthanasia and burial
- livestock feeding and management advice and care of animals including pets and companion animals in evacuation centres.

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## Reporting damage



- The primary industries natural disaster damage assessment (PiNDDA) survey is a simple online survey which farmers, NSW Department of Primary Industries (DPI) and Local Land Services (LLS) staff, and agricultural industry representatives can use to record damage to primary production and animals from natural disasters such as floods, fires and storms.
- This source of “ground truth” information helps the Government and communities understand the scale and regional distribution of the impact of a disaster on agriculture and target resources and assistance in an area.
- Complete a damage assessment report at [www.dpi.nsw.gov.au/emergencies/emergency/community/primary-industries-natural-disaster-damage-survey](http://www.dpi.nsw.gov.au/emergencies/emergency/community/primary-industries-natural-disaster-damage-survey)



## Emergency assistance

| Assistance   | Contact   |
|--|---|
| Any life-threatening emergency   | Call 000  |
| Agriculture and Animal Services Hotline (Emergency Assistance for Agriculture and Animals) | <p>Phone: 1800 814 647 (only operates during an active emergency)</p> <p>The NSW Department of Primary Industries (DPI) and Local Land Services (LLS) provide assistance to landholders and communities with animal welfare related issues including:</p> <ul style="list-style-type: none"><li>• emergency fodder</li><li>• emergency stock water (where there is an immediate animal welfare concern)</li><li>• animal assessment and veterinary assistance</li><li>• stock euthanasia and burial</li><li>• livestock feeding and management advice and</li><li>• care of animals including pets and companion animals in evacuation centres.</li></ul> |
| Disaster Welfare Assistance Line   | <p>Phone: 1800 018 444</p> <p>Evacuation centres, disaster welfare points, register to find &amp; reunite with family, other household assistance.</p> <p><a href="http://www.nsw.gov.au/emergency/prepare/how-to-find-an-evacuation-centre">www.nsw.gov.au/emergency/prepare/how-to-find-an-evacuation-centre</a></p>  |

## Primary producer support agencies – after emergency

| Assistance                        | Details  | Contact  |
|-----------------------------------|--|--|
| <p>Local Land Services</p>        | <p>Local Land Services is a regional-focused NSW Government agency delivering quality customer services to farmers, landholders and the wider community.</p> <p>We help people make better decisions about the land they manage and assist rural and regional communities to be profitable and sustainable into the future.</p> <p>We connect people with groups, information, support and funding to improve agricultural productivity and better manage our natural resources. Our experienced staff can answer questions on issues including</p> <ul style="list-style-type: none"> <li>• agricultural production</li> <li>• biosecurity</li> <li>• natural resource management</li> <li>• help during emergencies.</li> </ul> <p>We can support you with information and resources to:</p> <ul style="list-style-type: none"> <li>• improve your agricultural productivity</li> <li>• control declared pests and meet your legal obligations</li> <li>• manage and improve our natural resources.</li> </ul> | <p>Phone: 1300 795 299</p> <p>Website: <a href="http://www.lls.nsw.gov.au/">www.lls.nsw.gov.au/</a></p>   |
| <p>Rural Assistance Authority</p> | <p>The NSW Rural Assistance Authority (RAA) provides tailored access to loans, grants, rebates and subsidies for primary producers and small business operators.</p> <p>If natural disasters are widespread and extremely severe, the NSW and Australian Governments may jointly announce the provision of grants. Such grants rely on the declaration of a natural disaster.</p> <p>If established, natural disaster recovery grants provide immediate relief to eligible primary producers, small businesses and non-profit organisations, for clean-up and restoration costs in the aftermath of extreme natural disasters.</p>   | <p>Phone: 1800 678 593</p> <p>Email: <a href="mailto:rural.assist@raa.nsw.gov.au">rural.assist@raa.nsw.gov.au</a></p> <p>Website: <a href="http://www.raa.nsw.gov.au/disaster-assistance">www.raa.nsw.gov.au/disaster-assistance</a></p>  |

| Assistance                           | Details   | Contact   |
|--------------------------------------|---|---|
| Rural Financial Counselling Services | <p>Rural Financial Counselling Services (RFCS) is a free and impartial financial counselling service to help with financial planning and applying for assistance.</p> <p><u>Note:</u> the northern region extends from Greater Sydney to the QLD border and west to Moree Plains; the southern/central region covers the rest of NSW.</p> | <p><u>RFCS NSW Northern Region</u><br/>           Phone: 1800 344 090<br/>           Website: <a href="http://www.rfcsnr.org.au">www.rfcsnr.org.au</a></p> <p><u>RFCS NSW</u><br/>           Phone: 1800 319 458<br/>           Website: <a href="http://www.rfcsnsw.com.au">www.rfcsnsw.com.au</a></p> |

## Financial assistance - Primary Producers

### Australian & NSW Government assistance for primary producers

| Assistance                         | Details  | Contact   |
|------------------------------------|--|---|
| Farm Household Support             | <p>A payment for farming families facing hardship.</p> <p>Eligible industries:<br/>Agricultural, horticultural, pastoral, apicultural or aquaculture industries.</p>   | <p><u><a href="#">Farmer Assistance Hotline</a></u><br/>Phone: 132 316<br/>Website:<br/><u><a href="http://www.servicesaustralia.gov.au/individuals/services/centrelink/farm-household-allowance">www.servicesaustralia.gov.au/individuals/services/centrelink/farm-household-allowance</a></u></p> |
| Small Business Support             | <p>A list of available support for small businesses as a result of the floods.</p>   | <p>Website:<br/><u><a href="http://www.smallbusiness.nsw.gov.au/get-help/featured/nsw-small-business-storms-and-flood-support">www.smallbusiness.nsw.gov.au/get-help/featured/nsw-small-business-storms-and-flood-support</a></u></p>   |
| Drought Infrastructure Fund        | <p>The Drought Infrastructure Fund supports farmers through a long term, low interest rate loan scheme to invest in permanent on-farm infrastructure to improve productivity, manage adverse seasonal conditions and ensure long term sustainability.</p>                                      | <p>Rural Assistance Authority<br/>Phone: 1800 678 593<br/>Website: <u><a href="http://www.raa.nsw.gov.au/loans/dif">www.raa.nsw.gov.au/loans/dif</a></u></p>  |
| Drought Ready and Resilient Fund   | <p>The Drought Ready and Resilient Fund helps primary production enterprises increase their self-reliance, sustainability and resilience to manage drought.</p> <p>The fund includes low interest loans of up to \$250,000, for a 5-10 year period.</p>  | <p>Rural Assistance Authority<br/>Phone: 1800 678 593<br/>Website:<br/><u><a href="http://www.raa.nsw.gov.au/loans/drrf">www.raa.nsw.gov.au/loans/drrf</a></u></p>  |
| Natural Disaster Transport Subsidy | <p>The Natural Disaster Transport Subsidy is available to eligible farmers who are affected by a declared natural disaster event.</p> <p>This subsidy pays for the cost of transporting: fodder and/or water to an affected property; stock to sale or slaughter; stock to/from agistment.</p> | <p>Rural Assistance Authority<br/>Phone: 1800 678 593<br/>Website: <u><a href="http://www.raa.nsw.gov.au/disaster-assistance/natural-disaster-transport-subsidy">www.raa.nsw.gov.au/disaster-assistance/natural-disaster-transport-subsidy</a></u></p>  |

| Assistance                    | Details   | Contact  |
|-------------------------------|---|--|
| 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 may be made available by the NSW Government. | Rural Assistance Authority<br>Phone: 1800 678 593<br>Website: <a href="http://www.raa.nsw.gov.au/disaster-assistance/disaster-recovery-loans/primary-producers">www.raa.nsw.gov.au/disaster-assistance/disaster-recovery-loans/primary-producers</a> |

## Financial Assistance - General

### Australian & NSW Government assistance

| Assistance                        | Details  | Contact   |
|-----------------------------------|--|---|
| Australian Government             | Help for people directly affected by a natural disaster in NSW, such as fires, storms or floods.   | <u>Services Australia</u><br>Phone: 180 22 66<br>Website:<br><a href="http://www.servicesaustralia.gov.au/natural-disaster">www.servicesaustralia.gov.au/natural-disaster</a>   |
| Flood Recovery Back Home grant    | If your home has been damaged by the storms and floods commencing August and September 2022, you may be eligible for a payment to help cover the costs of restoring your property to a habitable condition or replacing essential household items. | Website:<br><a href="http://www.service.nsw.gov.au/transaction/apply-for-the-flood-recovery-back-home-grant">www.service.nsw.gov.au/transaction/apply-for-the-flood-recovery-back-home-grant</a>  |
| Flood Property Assessment Program | If your residential or commercial building was impacted by the February and March 2022 and/or June and July 2022 floods, you can register to have a building assessment carried out by certified inspectors.                                       | Website:<br><a href="http://www.service.nsw.gov.au/services/financial-support-after-a-natural-disaster">www.service.nsw.gov.au/services/financial-support-after-a-natural-disaster</a>  |
| Resilient Homes Program           | The Resilient Homes Program will offer prioritised homeowners one of the three available measures, based on expert property assessments, flood impact severity data, safety risks and potential future flood levels.                               | Website:<br><a href="http://www.nsw.gov.au/departments-and-agencies/nsw-reconstruction-authority/our-work/northern-rivers/resilient-homes-fund/resilient-homes-program">www.nsw.gov.au/departments-and-agencies/nsw-reconstruction-authority/our-work/northern-rivers/resilient-homes-fund/resilient-homes-program</a><br><br>Phone: 1800 844 085 |




## Other government support agencies and assistance

| Assistance                                    | Details  | Contact  |
|---|--|--|
| Storm and flood customer care service         | Service NSW is here to help people and businesses impacted by severe storms and floods   | Phone: 13 77 88<br><a href="https://www.service.nsw.gov.au/floods">https://www.service.nsw.gov.au/floods</a>   |
| Farm Relief Tool                              | The Farm Relief Tool connects farmers with Australian Government financial assistance and community support to help prepare for, and recover from drought, natural disaster or biosecurity events.                               | Website:<br><a href="https://www.ric.gov.au/farm-relief-tool">https://www.ric.gov.au/farm-relief-tool</a>  |
| Disaster Assistance Finder                    | Service NSW - Complete our online questionnaire to receive a personalised list of available programs and services.   | <a href="https://disasterassistance.service.nsw.gov.au/">https://disasterassistance.service.nsw.gov.au/</a>  |
| Office of the NSW Small Business Commissioner | Small Biz Connect is a personalised and highly subsidised business advisory program for small businesses in NSW, including agribusinesses.   | Phone: 1300 134 359<br>Website:<br><a href="http://www.nsw.gov.au/topics/business-advice-and-support/about-business-connect">www.nsw.gov.au/topics/business-advice-and-support/about-business-connect</a>  |
| Australian Taxation Office                    | The ATO also offers assistance with meeting tax obligations for businesses impacted by floods.   | Phone: 1800 806 218<br>Website:<br><a href="http://www.ato.gov.au/General/Dealing-with-disasters/In-detail/Specific-disasters/Floods/">www.ato.gov.au/General/Dealing-with-disasters/In-detail/Specific-disasters/Floods/</a>  |
| Recovery Connect and Disaster Assist          | National Emergency Management Agency is helping Australia prepare and recover from disasters. The agency provides national leadership and strategic coordination in long-term disaster recovery, resilience, and risk reduction. | National Emergency Management Agency (NEMA)<br>Website:<br><a href="http://www.recovery.serviceconnect.gov.au/">www.recovery.serviceconnect.gov.au/</a><br>Website: <a href="https://nema.gov.au/#/map">https://nema.gov.au/#/map</a><br>Website: <a href="http://www.disasterassist.gov.au">www.disasterassist.gov.au</a> |
| Disaster Response Legal Service NSW           | Free legal assistance for NSW residents affected by a disaster.  | Phone: 1800 801 529<br>Website:<br><a href="http://www.disasterhelp.legalaid.nsw.gov.au/">www.disasterhelp.legalaid.nsw.gov.au/</a>  |

| Assistance                      | Details   | Contact   |
|---------------------------------|---|---|
| Emergency Accommodation         | Contact Service NSW   | Phone: 13 77 88<br>Website:<br><a href="https://www.nsw.gov.au/emergency/recovery/temporary-housing">https://www.nsw.gov.au/emergency/recovery/temporary-housing</a>  |
| Temporary Accommodation         | Visit your local Recovery Assistance Point:   | <b>Find</b> your nearest Recovery Assistance Point:<br><a href="https://www.service.nsw.gov.au/services/recovery-centres">https://www.service.nsw.gov.au/services/recovery-centres</a><br><b>Email</b> (if Recovery Centre is unavailable):<br><a href="mailto:housingtaskforce@reconstruction.nsw.gov.au">housingtaskforce@reconstruction.nsw.gov.au</a><br><b>Website:</b><br><a href="https://www.nsw.gov.au/emergency/recovery/temporary-housing">https://www.nsw.gov.au/emergency/recovery/temporary-housing</a> |
| Motor vehicle stamp duty relief | Financial assistance for eligible motorists whose cars have been written-off as a result of declared natural disasters. | <u>Office for State Revenue</u><br>Phone: 1300 139 814<br>Website:<br><a href="http://www.revenue.nsw.gov.au/taxes-duties-levies-royalties/motor-vehicle-duty/relief">www.revenue.nsw.gov.au/taxes-duties-levies-royalties/motor-vehicle-duty/relief</a>  |

## Animal welfare and management

| Assistance                   | Details   | Contact  |
|------------------------------|---|--|
| Local Land Services          | On-going technical support including on-going livestock feeding advice.   | Phone: 1300 795 299<br>Website: <a href="http://www.lls.nsw.gov.au/">www.lls.nsw.gov.au/</a>   |
| Stock problems after a flood | Key information on looking after stock following a flood.   | Website: <a href="http://www.dpi.nsw.gov.au/emergencies/emergency/community/after-an-emergency/stock-problems-after-flood">www.dpi.nsw.gov.au/emergencies/emergency/community/after-an-emergency/stock-problems-after-flood</a>  |
| Feed Cost Calculator         | Calculate and compare protein, energy, and other components for different mixes of livestock feeds.<br><br>You can use the calculator online or download the app "Drought & Supp Feed Calculator" | Website: <a href="http://www.dpi.nsw.gov.au/animals-and-livestock/nutrition/costs-and-nutritive-value/feed-cost-calculator">www.dpi.nsw.gov.au/animals-and-livestock/nutrition/costs-and-nutritive-value/feed-cost-calculator</a><br><br> |
| Integrity Systems            | Assistance with emergency NVDs, LPA advice and NLIS transfers.  | Phone: 1800 683 111<br>Email: <a href="mailto:support@integritysystems.com.au">support@integritysystems.com.au</a><br>Website: <a href="http://www.integritysystems.com.au/">www.integritysystems.com.au/</a>  |
| Dairy support                | Contact Dairy NSW   | Phone: 0407 434 073<br>Email: <a href="mailto:info@dairynsw.com.au">info@dairynsw.com.au</a><br>Website: <a href="http://www.dairyaustralia.com.au/dairynsw">www.dairyaustralia.com.au/dairynsw</a>  |
| Wildlife                     | Contact your local rescue group.  | Website: <a href="http://www.environment.nsw.gov.au/topics/animals-and-plants/native-animals/helping-wildlife-in-emergencies">www.environment.nsw.gov.au/topics/animals-and-plants/native-animals/helping-wildlife-in-emergencies</a>  |

## Other assistance

| Assistance              | Details   | Contact   |
|-------------------------|---|---|
| NSW Farmers Association | Updates on assistance available can be viewed on the NSW Farmers website. Contact Regional Services Managers with any issues or concerns. | Phone: 02 9478 1000<br>Website:<br><a href="http://www.nswfarmers.org.au/">www.nswfarmers.org.au/</a>   |
| Insurance               | Insurance Council of Australia can be contacted with any questions, complaints or concerns about insurance.                               | Phone: 1800 734 621<br>Website:<br><a href="http://www.insurancecouncil.com.au/consumers/help-in-disasters/">www.insurancecouncil.com.au/consumers/help-in-disasters/</a> |
| Bank Support            | Many of the major financial institutions have announced flood relief for their customers.   | Contact your bank.  |

## Health and wellbeing

| Assistance   | Details   | Contact   |
|--|---|---|
| Emergency mental health support  | If you or someone else is in immediate danger, call 000 or go to your nearest hospital emergency department.  | Phone: 000  |
| <p>Need Help Now?</p> <p>Having a tough time and need someone to talk to right now? The following services are there to listen and help you out.</p> <p>They are confidential and available 24/7</p> | Lifeline  | Phone: 13 11 14   |
|  | Suicide Call Back Service   | Phone: 1300 659 467   |
|  | Beyond Blue   | Phone: 1300 224 636   |
|  | Mental health hotline (NSW Health 24/7)   | Phone: 1800 011 511   |
|  | 13 YARN (indigenous led crisis support)   | Phone: 13 92 76   |
|  | Mensline  | Phone: 1300 789 978   |
|  | Domestic Violence   | Phone: 1800 737 732   |
|  | Kids Helpline (to 24 years old)   | Phone: 1800 551 800   |
| 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. | <p>Website:</p> <p><a href="http://www.ramhp.com.au/find-ramhp-coordinator/">www.ramhp.com.au/find-ramhp-coordinator/</a></p> |
| Stay Afloat  | A program dedicated to improving the mental health and wellness of the Australian seafood industry.   | <p>Phone: 0408 008 344</p> <p>Website: <a href="http://www.stayafloat.com.au/">www.stayafloat.com.au/</a></p>                 |

| Assistance       | Details  | Contact   |
|------------------|--|---|
| Online resources | Head to Health<br>An Australian Government website that offers multiple ways of searching for digital mental health resources. | Website: <a href="http://www.headtohealth.gov.au/">www.headtohealth.gov.au/</a>   |
|                  | BeyondBlue   | Website: <a href="http://www.beyondblue.org.au/">www.beyondblue.org.au/</a>   |
|                  | Podcast about disasters, trauma, and mental health.  | Website: <a href="http://www.crrmh.com.au/get-help-now/self-help-resources/podcasts/disasters-trauma-mental-health/">www.crrmh.com.au/get-help-now/self-help-resources/podcasts/disasters-trauma-mental-health/</a> |

### Charities and other support

| Assistance  | Details   | Contact   |
|---|---|---|
| Rural Aid   | Rural Aid provides critical support including water, fodder (hay), financial and counselling assistance to help farmers (primary producers) who endure natural disasters. | Phone: 1300 327 624<br>Website:<br><a href="http://www.ruralaid.org.au/">www.ruralaid.org.au/</a>                         |
| Lions Need for Feed   | Donated fodder available through Lions. Register through website.   | Website:<br><a href="http://www.needforfeed.org">www.needforfeed.org</a>  |
| GIVIT is the NSW Government lead charity in co-ordinating 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.<br>Website:<br><a href="http://www.givit.org.au/">www.givit.org.au/</a>             |
| Red Cross   | Practical help and resources to use before, during and after emergencies.   | Phone: 1800 733 276<br>Website:<br><a href="http://www.redcross.org.au/emergencies/">www.redcross.org.au/emergencies/</a> |
| The Salvation Army  | Salvation Army  | Phone: 13 72 58<br>Website:<br><a href="http://www.salvationarmy.org.au/">www.salvationarmy.org.au/</a>                   |

| Assistance         | Details               | Contact  |
|--------------------|-----------------------|--|
| The Salvation Army | South-West Region     | Darren Elsley<br>0434 537 282<br><a href="mailto:darren.elsley@salvationarmy.org.au">darren.elsley@salvationarmy.org.au</a>  |
| The Salvation Army | Far West Region       | Leanne Elsley<br>0403 198 737<br><a href="mailto:leanne.elsley@salvationarmy.org.au">leanne.elsley@salvationarmy.org.au</a><br><br>Darren Elsley<br>0434 537 282<br><a href="mailto:darren.elsley@salvationarmy.org.au">darren.elsley@salvationarmy.org.au</a> |
| The Salvation Army | Central NSW Region    | Dianne Lawson<br>0417 797 785<br><a href="mailto:dianne.lawson@salvationarmy.org.au">dianne.lawson@salvationarmy.org.au</a>  |
| The Salvation Army | South-East NSW Region | David Pullen<br>0408514528<br><a href="mailto:david.pullen@salvationarmy.org.au">david.pullen@salvationarmy.org.au</a><br><br>Robin Pullen<br>0419 013 320<br><a href="mailto:robin.pullen@salvationarmy.org.au">robin.pullen@salvationarmy.org.au</a>         |
| The Salvation Army | North NSW Region      | Brenda Stace<br>0407 905 468<br><a href="mailto:brenda.stace@salvationarmy.org.au">brenda.stace@salvationarmy.org.au</a><br><br>Kelvin Stace<br>0407 005 468<br><a href="mailto:kelvin.stace@salvationarmy.org.au">kelvin.stace@salvationarmy.org.au</a>       |

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