

Storms and Floods 2021

Successful recovery recognises, supports, and builds on individual, community and organisational capacity and resilience.

Disaster assistance packages and measures to help the Central Coast community in its storm and flood-recovery.



Disaster Assistance

The **Disaster Relief Grant** helps people recover from a disaster and restore a basic standard of living.

You may be eligible for financial support if:

- 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 four (4) months since the disaster

Phone 13 77 88 and ask about the “Disaster Relief Grant” administered by Resilience NSW.

The **Disaster Recovery Payment** is a one-off, non-means tested payment from the Australian Government. It offers \$1,000 for adults and \$400 for children.

You may be eligible if:

- you have been seriously injured
- have lost or had your home damaged

Phone 13 77 88 or visit www.service.nsw.gov.au

The **Disaster Recovery Allowance** provides short-term income support payment from the Australian Government to assist individuals whose income has been affected as a direct result of the storms and floods, for up to 13 weeks.

Phone 13 77 88 or visit www.service.nsw.gov.au



Clean Up

- To clear excess flood impacted bulk household waste and debris from your property, book a standard bulk kerbside collection. **Phone Central Coast Council on 1300 126 278 to book or via www.1coast.com.au.**

- Waste can also be taken directly to the Council’s waste management facilities. Reduced fees apply.

Visit Buttonderry Waste Management Facility – 850 Hue Hue Road, Jilliby; or Woy Woy Waste Management Facility – Nagari Road, Woy Woy.

CENTRAL COAST COUNCIL

Your community is eligible for NSW and Australian Government assistance



- **Central City Council**
1300 463 954 or visit www.centralcoast.nsw.gov.au

All information correct as at 15 April 2021

SUPPORT PROVIDER	SUPPORT OFFERED	CONTACTS
Central Coast Council	<ul style="list-style-type: none"> Storm affected areas waste clean-up queries To report road closures, fallen trees on roads or landslips Water and sewer issues 	Central Coast Council Phone 1300 463 954 or visit www.centralcoast.nsw.gov.au
Recovery Centre	<p>Face-to-face support from representatives from across an array of NSW Government agencies, community organisations, welfare bodies and local recovery services.</p> <p>This centre is being run in partnership with Hawkesbury City Council and The Hills Shire Council. For up-to-date opening hours visit hawkesbury.nsw.gov.au.</p>	Wisemans Ferry Recovery Centre, The Retreat at Wisemans Ferry, 5564 Old Northern Road, open weekdays, 10am-4pm and weekends, 10am-2pm.
Service NSW	Service NSW is supporting flood-impacted people with information on and access to assistance and supports across an array of NSW Government partner agencies, local government and the Australian Government.	NSW Government Disaster Customer Care Service Phone 13 77 88 or visit www.service.nsw.gov.au
NSW Government Clean Up Program	All flooded households and businesses will receive clean-up assistance, for free, and regardless of insurance status.	For more information call 1300 126 278
Department of Primary Industries Local Land Services	<ul style="list-style-type: none"> Animal assessment and veterinary assistance Stock euthanasia and burial Emergency fodder (up to three days supply) Emergency stock water (where there is an immediate animal welfare concern) Livestock feeding and management advice 	Agricultural and Animal Services Phone 1800 814 647
Waste Levy Fee waived	Dispose of building materials, furniture and other flood generated waste on private and public land up to 30 June.	Environmental Protection Agency Visit www.epa.nsw.gov.au
Small Business Commissioner	Concessional loans of up to \$130,000 at a fixed concessional interest rate may be available to small businesses, primary producers and non-profits.	For information on what supports are available visit www.smallbusiness.nsw.gov.au or phone 1300 795 534.
SME Recovery Loan Scheme	The Australian Government's SME Recovery Loan Scheme is available to flood-affected businesses. The SME Recovery Loan Scheme helped businesses on JobKeeper and has been extended to flood-affected businesses.	NSW Government Disaster Customer Care Service Phone 13 77 88 or visit www.service.nsw.gov.au
Insurance Council of Australia	If you are a policyholder and need to make an insurance claims, you can expect to be given priority by insurers.	For advice and guidance phone the Insurance Council of Australia on 1800 734 621.
Legal Aid NSW	For help with legal problems including insurance claims and disputes, financial hardship, tenancy and Centrelink.	Visit the Disaster Response Legal Service at www.disasterhelp.legalaid.nsw.gov.au or phone 1800 801 529.
NSW Mental Health Line	If you or someone you know needs help, the Mental Health Line offers professional help and advice, and referrals to local mental health services.	NSW Mental Health Line Phone 1800 011 511 at any time, any day