

## Community Recovery Information

### This newsletter contains information for people impacted by the recent fires across Northern NSW.

Bush fires are distressing and people can feel sadness, sleep disturbance, or anxiety. This is a normal reaction and it is not a sign of weakness.

Kids in particular can be impacted by the uncertainty, confusion and fear around them. Try to create a sense of calm and let them know that there is someone there to take care of them.

If you are struggling there are people you can talk to, like your local GP or health care provider.

You can also contact any of the following free services 24 hours a day, 7 days a week:

|                    |              |
|--------------------|--------------|
| Mental Health Line | 1800 051 511 |
| Lifeline           | 13 11 14     |
| MensLine           | 1300 789 978 |
| Kids Helpline      | 1800 55 1800 |
| Beyondblue         | 1300 22 4636 |

*If you or someone you know is in immediate danger please call 000.*

### Are you insured?

If you are insured, you should talk to your insurance company as soon as possible about how to make a claim. If you have clearance, you can start cleaning up immediately but first take pictures or video of any damage to your property and possessions as evidence for your claim.

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

If you are not insured and have limited income, you may be eligible for a disaster relief grant:

### Disaster Relief Grants for Individuals

Disaster relief grants are 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

### Applying for a disaster relief grant:

To apply for financial assistance call Disaster Welfare Services on **1800 018 444**.

### Disaster Relief for Farmers

A range of assistance measures are available to eligible farmers and primary producers impacted by fire, including:

- Concessional fixed-rate loans up to \$130,000
- Transport subsidies for the carriage of livestock, fodder and water

For more information contact:

NSW Rural Assistance Authority **1800 678 593**

[rural.assist@raa.nsw.gov.au](mailto:rural.assist@raa.nsw.gov.au)

## Housing Assistance

Family & Community Services (FACS) can assist by providing temporary accommodation for up to 28 nights while impacted residents seek alternative longer-term arrangements. FACS can also provide financial assistance through a repayable bond loan and a non-repayable advanced rent of two week. All fire affected residents are eligible for this assistance.

Call FACS Housing **1800 422 322**

## Animal Welfare

Local Land Services has been assisting with emergency fodder, stock water and medical assistance for 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 helps people with their legal problems. Legal Aid NSW lawyers can provide free legal advice and minor assistance to people affected by disasters on a range of issues including insurance, tenancy and credit and debt problems.

Legal Aid NSW: **1800 801 529**

[www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)

### For more information and updates

Visit our website at

[www.emergency.nsw.gov.au](http://www.emergency.nsw.gov.au)

Or follow our Facebook page at

[NSW Disaster Recovery](#)