

2022 FLOODS

Help if you've been affected by storms and floods.

Disaster assistance is available to help **Tweed Shire Council** communities recover from recent flooding. For support, phone **13 77 88**.



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

Visit a Recovery Centre and ask for help with your application. Bring proof of your income; proof of your assets such as three months of recent bank statements; information about your home loan repayments or rent; and, if insured, information from your insurer.

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. For this disaster, the payment and a special supplement will offer \$3,000 to adults and \$1,200 for each affected child.

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

RECOVERY CENTRES

Chinderah

Kingscliff Seventh Day Adventist Church, 85 Phillip St, Chinderah.

Open Monday to Thursday, 9am to 5pm, and Friday, 9am to 4pm.

Murwillumbah

Murwillumbah Civic Centre, 10-14 Tumbulgum Road.

Open seven days, 9am to 5pm.

Opening hours and days can change. For up-to-date information visit www.nsw.gov.au/floods

Council contact

Tweed Shire Council

02 6670 2400

www.tweed.nsw.gov.au

Tweed Heads Administration Office, corner Brett and Wharf Streets, Tweed Heads.

Murwillumbah Civic and Cultural Centre, 10-14 Tumbulgum Road.

GIVIT DONATIONS HUB

The Tweed Shire, and wider community, have given generously. If you need to request a particular item from among the donated goods and services, support is available through GIVIT.

Visit the online donations hub to make a request, or to review requests and match your donation.

www.givit.org

INFORMATION CORRECT
AS AT 21 MARCH 2022

PROVIDER	SUPPORT OFFERED	CONTACTS
Tweed Shire Council	<p>Road closures/openings: There are delays and cancellations to planned works. Major landslips have occurred on Tyalgum Road, Scenic Drive and Reserve Creek Road. For updates visit www.tweed.nsw.gov.au/community/roads-transport/roadworks-closures</p> <p>Water supply: No restrictions are in place. Water is safe to consume.</p> <p>Share your flood story: Share your story at www.yoursaytweed.com.au/share-your-flood-experience</p>	<p>Tweed Shire Council 02 6670 2400 www.tweed.nsw.gov.au</p> <p>Tweed Heads Administration Office, corner Brett and Wharf Street, Tweed Heads. Murwillumbah Civic and Cultural Centre, 10-14 Tumbulgum Road, Murwillumbah</p>
Recovery Centres	<p>Face-to-face support from NSW Government agencies, community organisations, welfare bodies and local recovery services.</p> <p>Services available can assist with:</p> <ul style="list-style-type: none"> • accommodation advice • mental health and wellbeing services • support for businesses • financial assistance • insurance and legal support <p>For up-to-date information visit nsw.gov.au/floods</p>	<p>Chinderah Assistance Point, Kingscliff Seventh Day Adventist Church, 85 Phillip St. Open Monday to Friday, 9am to 5pm</p> <p>Murwillumbah Civic Centre, 10-14 Tumbulgum Road, Open seven days, 9am to 5pm.</p> <p>Opening hours and days can change. For up-to-date information visit www.nsw.gov.au/floods</p>
Housing support	<p>Temporary Housing Support Package for medium-term accommodation. www.service.nsw.gov.au/register-interest-floods-temporary-housing-support-package</p> <p>Rental Support Scheme for people whose homes are uninhabitable after the February-March 2022 floods. www.service.nsw.gov.au/register-interest-floods-rental-support-scheme</p>	<p>If you urgently need accommodation, phone Link2home on 1800 152 152, open 24 hours a day, 7 days a week</p>
NSW Government clean up	<p>If you are isolated by flood waters or located in a flood-impacted zone, you can request assistance with clean up and essential items. Register your needs at www.service.nsw.gov.au/transaction/request-flood-clean-and-essential-items</p>	<p>Phone 13 77 88 or visit www.nsw.gov.au/floods/clean-up-advice</p>
Tweed Shire Council flood clean up and waste services	<p>The first phase of the clean-up will continue for the next two to three weeks. A second phase is to follow. Phone Tweed Shire Council to confirm you require additional waste removed.</p> <p>There is free access to the tip for flood-affected households until 27 March. Open 7am to 11am only.</p>	<p>Tweed Shire Council 02 6670 2400 Clean-up schedule: www.tweed.nsw.gov.au/property-rates/waste-recycling/flood-clean-up</p>
Service NSW	<p>Service NSW is supporting flood-impacted people with access to assistance and supports across an array of NSW Government partner agencies, local government and the Australian Government</p>	<p>Phone 13 77 88 or visit www.service.nsw.gov.au/floods</p>
Department of Primary Industries Local Land Services	<p>Animal assessment and veterinary assistance; stock euthanasia and burial; up to three days' supply fodder; emergency stock water; and livestock feeding and management advice.</p>	<p>Agricultural and Animal Services Hotline Phone 1800 814 647</p>
Small business disaster recovery	<p>For small businesses, up to \$50,000 is available for eligible applicants, to clear damaged goods, repair business premises and replace stock</p>	<p>Phone 13 77 88 or visit www.service.nsw.gov.au</p>
Concessional loans	<p>Loans of up to \$130,000, at a fixed concessional interest rate may be available to small businesses. Concessional loans are also available for primary producers and non-profits.</p>	<p>Phone 13 77 88 or visit www.service.nsw.gov.au</p>
Insurance Council of Australia	<p>If you are a policyholder and need to make an insurance claims, you can expect to be given priority by insurers.</p>	<p>Phone 1800 734 621</p>
Legal Aid NSW	<p>For help with legal problems including insurance claims and disputes, financial hardship, tenancy and Centrelink.</p>	<p>Phone 1800 801 529 during business hours or visit www.disasterhelp.legalaid.nsw.gov.au</p>
NSW Mental Health Line	<p>Offers professional help and referrals to local mental health services.</p>	<p>Phone 1800 011 511 any day, at any time</p>