

# Flood recovery and support

Department of Customer Service

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Stakeholder communication toolkit

3 December 2022 update

# Purpose of this toolkit

This updated toolkit helps you share important information with your networks and communities impacted by severe weather and floods.

**The toolkit contains four sections with the latest information and shareable resources on:**

- [Flood preparation](#)
- [Flood recovery and support](#)
- [Flood grants and financial support](#)
- [Mental health, medical and bite prevention advice.](#)

Stay up to date about all available flood recovery and support by visiting [nsw.gov.au/floods](https://nsw.gov.au/floods).

**Other important information:**

- [Flood warnings, alerts and advice](#)
- [Japanese encephalitis virus \(JEV\) alert, mosquito-borne diseases information and resources](#)
- [Mental health support after a flood](#)
- [Maintaining health during and after floods and storms](#)
- [State road closures via livetraffic.com](#) (132 701). For information on local road closures, visit the relevant council website
- 24-hour translation and interpreting service via [TIS National](#) on 131 450.

## Quick links:

- [Disaster declared LGAs and Disaster Assistance Finder](#)
- Find a [recovery service location](#) or [mobile service centre](#)
- [Cleaning up after floods](#) and [requesting a clean up on private land](#)
- [Managing asbestos in emergencies and disasters](#)
- [Mould and your health](#)
- Preparation [before](#), [during](#) and [after](#) floods
- [Make an emergency plan for your home or business](#)
- [Guide for small business](#) and [business assistance](#)
- [Apply for business grants](#)
- [Apply for primary producer grants](#)
- [Financial assistance for individuals](#)
- [Emergency accommodation](#) and [rental support assistance](#)
- [Bundjalung Community Flood Relief - by Koori Mail](#)
- [School safety updates](#)
- [Alerts for NSW National Parks](#)
- Donate to [GIVIT](#) and help people impacted by the floods.

# 1

## Flood preparation

# Newsletter/web copy: flood preparation



It's important to be prepared for floods and know the flood potential of where you live, work and visit. [Find more information](#) on how to prepare your property or business and keep yourself and loved ones safe with a flood safety plan.

- **Stay up to date for the latest traffic updates:** For the latest traffic updates on state-controlled roads and highways, call 132 701, visit the [Live Traffic NSW website](#), download the Live Traffic NSW app, and always follow the directions of emergency service and road crews on the ground. For information on local road closures, visit the relevant [council website](#).
- **Make an emergency plan for your home or business:** One of the most important things to do is to plan now so you know what to do in the event of a severe storm. Make an emergency plan for your house or business and share your plan with family, friends and neighbours. [Prepare an emergency kit](#) to save time in an emergency and get ready with items you will need during and after an evacuation.
- **NSW SES warnings framework:** The NSW SES has adopted the Australian Warning System to provide a nationally consistent approach to warnings prior to the impact of severe weather events. [Watch this video](#) to learn more about the warnings framework.
- **NSW Health advice:** Information on how to prepare, respond and recover from emergencies and major incidents is available on the NSW Health website.
- **Japanese encephalitis virus alert:** Higher rainfall and warmer temperatures increase the risk of mosquito-borne diseases. It's important to be aware of the risk of mosquito-borne illnesses, including Japanese encephalitis virus (JEV). In NSW, a **free** JEV vaccination is available for people aged 2 months or older who live or routinely work in eligible local government areas **and** spend significant time outdoors (four hours per day) for unavoidable work, recreation, education, or other essential activities, **or** are living in temporary or flood-damaged accommodation (e.g. camps, tents, dwellings exposed to the external environment) that place them at increased risk of exposure to mosquitoes, **or** are engaged in prolonged outdoor recovery efforts (clean up) of stagnant waters following floods. Find out if you are eligible for the [free vaccination](#) or find the latest information at [health.nsw.gov.au](http://health.nsw.gov.au).
- **Tips for travelling in NSW these school holidays:** Finding the balance to help regional communities recover from floods, while also supporting local businesses who are desperate for tourists to return these holidays, is complex. It's important to be patient and considerate of one another. Below are five tips for travelling responsibly in NSW these school holidays:
  1. Check your accommodation before you travel
  2. Check road conditions by visiting [livetraffic.com](http://livetraffic.com) for state-controlled roads, or visit the relevant [council website](#) for local road closures
  3. Support and spend at local businesses
  4. Reach out to NSW SES or charity organisations to volunteer
  5. Donate to [GIVIT](#) to help communities rebuild. Please do not send goods directly to communities. Although well-intentioned, it puts extra pressure on exhausted communities to sort.

# Translated flyers: flood preparation

## Flyer for all communities

### Preparing for floods in your community

Follow flood warnings, alerts and advice, visit [ses.nsw.gov.au](https://ses.nsw.gov.au) or tune into your local radio station

**Make an emergency plan**

- Keep up to date with flood warnings and know where you will go if you are asked to evacuate
- Prepare an emergency kit with essentials, medication, drinking water, mosquito repellent, important documents, valuables, a battery-operated radio, a torch, phone chargers and batteries, clothing and personal hygiene items with a waterproof bag or container
- Make a plan for keeping your animals and livestock safe. Know what to take for your animals and how to relocate or transport your animals
- If you are living with a disability, identify a support person or carer in your plan
- Have a list of important numbers ready
- For a personal detailed emergency plan that you can download, email or print visit: [seehomeemergencyplan.com.au](https://seehomeemergencyplan.com.au)

**How to keep you and your family safe and protect your home**

- Never drive, ride, walk or swim through floodwater
- Share your emergency plan with your family and neighbours
- Listen to your local radio station or go to [ses.nsw.gov.au](https://ses.nsw.gov.au) for flood warnings, evacuation orders and other information
- Check road closures and traffic conditions: [live.traffic.com](https://live.traffic.com) or call 132 701
- Secure objects that are likely to float, place possessions and electrical items on tables or benches, and relocate waste containers or chemicals above flood levels

**For floods support and services call 13 77 88 or visit [nsw.gov.au/floods](https://nsw.gov.au/floods)**


- Emergency accommodation
- Clean-up assistance
- Mental health services
- Replacement ID and personal documents
- To find your nearest Evacuation or Recovery Centre for face-to-face local support

**Other important information**

- If you're deaf, hard of hearing or have a speech impairment, contact the National Relay Service on 1800 555 677
- NSW agriculture and animals service hotline: 1800 814 647
- Call TIS National on 131 450 for 24-hour translation and interpreting service

**For emergency assistance in floods call SES on 132 500**

**For life threatening emergencies call Triple Zero (000)**



[Click here to download flyer](#)  
(can be printed in colour or black & white)

### Languages available:

Arabic, Bangla, Chinese – Simplified, Chinese – Traditional, Filipino, Greek, Italian, Korean, Nepali, Vietnamese

## Flyer for Aboriginal communities

### Preparing for floods in your community

Follow flood warnings, alerts and advice, visit [ses.nsw.gov.au](https://ses.nsw.gov.au) or tune into your local radio station

**Make an emergency plan**

- Keep up to date with flood warnings and know where you will go if you are asked to evacuate
- Prepare an emergency kit with essentials, medication, drinking water, mosquito repellent, important documents, valuables, a battery-operated radio, a torch, phone chargers and batteries, clothing and personal hygiene items with a waterproof bag or container
- Make a plan for keeping your animals and livestock safe. Know what to take for your animals and how to relocate or transport your animals
- If you are living with a disability, identify a support person or carer in your plan
- Have a list of important numbers ready
- For a personal detailed emergency plan that you can download, email or print visit: [seehomeemergencyplan.com.au](https://seehomeemergencyplan.com.au)

**How to keep you and your family safe and protect your home**

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**For emergency assistance in floods call SES on 132 500**

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[Click here to download flyer](#)  
(can be printed in colour or black & white)

# 2

## Flood recovery and support

# Newsletter/web copy: flood recovery and support



As our communities recover from the impacts of extreme weather and floods, it's important to know what support and information is available:

- **Recovery assistance points now open:** Recovery assistance points are now open to support communities impacted by the ongoing flooding emergency. Recovery assistance points bring together NSW Government agencies, Commonwealth agencies, the local council, community organisations and welfare bodies all under one roof. To find a recovery assistance point visit [Service NSW recovery centres page](#) or call 13 77 88.
- **Stay up to date for the latest traffic updates:** For the latest traffic updates on state-controlled roads and highways, call 132 701, visit the [Live Traffic NSW website](#), download the Live Traffic NSW app, and always follow the directions of emergency service and road crews on the ground. For information on local road closures, visit the relevant council website.
- **Red Cross Register.Find.Reunite:** If you've been displaced from your home due to flooding, it's important to register your details so your friends and family know you're safe. The Register Find Reunite website is a national system used to find and reunite loved ones after an emergency.
- **Floods recovery and clean up advice:** It's important to follow advice from emergency services when returning to flood-impacted households or businesses and staying safe during clean up. Never drive, ride or walk through floodwater – the major cause of death during floods is by people entering floodwater, including kids playing in floodwater. If it's flooded, forget it. For more information, visit [flood recovery and clean up advice](#) or [how to avoid injury, sickness or infection](#) after a flood or storm.
- **Rebuilding and repairing your property:** Some low impact works can be carried out in natural disaster areas without the need for development approval – visit the [temporary rebuilding works page](#) to find out more. [Find out who can help you clean up.](#)
- **Agriculture and Animal Services Functional Area (AASFA) support:** Flood-affected farmers and land managers in NSW requiring assistance with damage and stock losses, emergency fodder, veterinary assistance, euthanasia and burial, and livestock feeding and management advice can call the AASFA Hotline: 1800 814 647 or email [aasfa@emergency.dpi.nsw.gov.au](mailto:aasfa@emergency.dpi.nsw.gov.au).
- **Emotional and trauma support:** [Learn about available support](#) and how to look after your own and your loved ones' wellbeing after a natural disaster. A range of 24/7 mental health services and professional help is available including the NSW Mental Health Line on 1800 011 511. People can also contact Lifeline on 13 11 14.



# Translated posters: flood affected communities

## Have you been affected by floods? A3 poster



**Have you been affected by recent storms and floods?**

**The NSW Government can help you with information and support:**

- Recovery centres
- Emergency accommodation
- Clean-up assistance
- Financial assistance
- Business grants
- Mental health support
- Replacement ID and personal documents
- Support for farmers and primary producers

**Help for your business**  
Speak to a Service NSW Business Concierge or register for a call back

**Road closures and traffic conditions**  
Real time information and notifications for your trip. Download the app or visit [live.traffic.com.au](https://live.traffic.com.au)

**SES advice**  
For emergency flood help call 132 500

**For emergency flood help call 132 500**  
Find your nearest Recovery Centre for face to face help

**nsw.gov.au/floods or call Service NSW on 13 77 88**

If you need an interpreter, please call 13 14 50 and ask them to contact us.



## Download A3 poster

Languages available:  
Arabic, Chinese – Simplified, Chinese – Traditional, Filipino, Greek, Italian, Korean, Macedonian, Maltese, Punjabi, Vietnamese

## Have you been affected by floods? A4 poster



**Have you been affected by recent storms and floods?**

**The NSW Government can help you with information and support:**

- Recovery centres
- Emergency accommodation
- Clean-up assistance
- Financial assistance
- Business grants
- Mental health support
- Replacement ID and personal documents
- Support for farmers and primary producers

**Help for your business**  
Speak to a Service NSW Business Concierge or register for a call back

**Road closures and traffic conditions**  
Real time information and notifications for your trip. Download the app or visit [live.traffic.com.au](https://live.traffic.com.au)

**SES advice**  
For emergency flood help call 132 500

**For emergency flood help call 132 500**  
Find your nearest Recovery Centre for face to face help

**nsw.gov.au/floods or call Service NSW on 13 77 88**

If you need an interpreter, please call 13 14 50 and ask them to contact us.



## Download A4 poster

Languages available:  
Arabic, Chinese – Simplified, Chinese – Traditional, Filipino, Greek, Italian, Korean, Macedonian, Maltese, Punjabi, Vietnamese



# Fact sheets: chemical waste and water safety

## Dealing with chemical waste in floods



Fact sheet

### EPA Update: Dealing with chemical waste in floods

*Large areas of NSW have been severely impacted by floodwaters. As a result of floodwaters entering homes and businesses it is possible that household chemicals, bulk chemicals, and dangerous goods may have travelled large distances from their location. If these items have been damaged and their contents spill or released, people and the environment may be at risk of harm.*

#### Household Chemicals

**Undamaged and uncontaminated household chemicals**

- Store safely in a secure location on your property until they can be transported to community recycling centres or local household chemical clean out events. Household Chemical CleanOut events are a free service, run jointly by the NSW Government and local councils, which provide a safe way to dispose of potentially hazardous household items such as paint, oils and cleaning products.
- To find out when the next Household Chemical CleanOut event is scheduled or where your closest Community Recycling Centre is in your area, go to <https://www.epa.nsw.gov.au/your-environment/recycling-and-reuse/household-recycling-overview/links-or-where> or contact your local council.



**Household chemicals that have been spoiled or contaminated by flood waters**

- Place onto kerbside separated from other waste where it will be collected by a dedicated collection service and be taken to temporary emergency waste storage sites and stored in a bunded secure area.

#### Agricultural quantities

Non-household quantities of chemicals such as pesticides and larger volumes of household chemicals that are no longer useful should be stored safely on your property until able to be collected.

#### Debris on Shorelines, Beaches and in Waterways


Chemical drums and containers including gas bottles found in waterways or washed up on beaches:

- If safe to do so place above high water, call 131 555 to report to the EPA and collection will be arranged by contractors.
- If the material presents a risk to life or the environment, do not disturb it and call Triple Zero (000) for HAZMAT response.

*If you become aware of an imminent threat of harm to people or the environment from a release or spill of these items release you should contact Triple Zero (000) to report the emergency and provide as much detail as possible.*


[Click here to  
download fact sheet](#)

## Water safety around flood waters



EPA Update

### Water safety around flood waters



The extreme wet weather conditions this year have had a significant impact on water quality and safety in NSW waterways. Heavy rain and floods have left some communities with sewage treatment plants unable to operate and other areas with contaminants deposited in local waterways. Flood impacted communities are encouraged to check waterways before use.

#### Entering waterways

It is recommended that water is not consumed or used for any recreational or agricultural purpose in flood impacted areas.

Swimming in waters affected by flood or stormwater can expose swimmers to dangers, including pathogens which can make you sick, and hidden debris below the surface which you could collide with or become entangled in.

If you can see signs of pollution in the water, like discoloured water or debris floating on the surface, do not enter.

If you encounter any significant pollution or debris in the water please contact Environment Line on 131 555 or by email at [info@epa.nsw.gov.au](mailto:info@epa.nsw.gov.au).

#### Monitoring and Clean Up

The EPA is monitoring affected waterways and will continue to advise the community of any risks. Water testing will continue to take place in the coming weeks.

Tests are covering nutrients, bacterial contamination and potential chemical contamination.

The EPA has engaged contractors to conduct shoreline and river clean up. Tasking is based on reports made by the community, councils, government agencies including Transport for NSW – Maritime and from aerial surveys.

Restoring the health of local waterways will take time and we encourage the community to be patient during the process.

#### Safety

The community is encouraged to avoid waterways if they are impacted by pollutants.

The heavy rain and flood waters has washed a variety of contaminants, including raw sewage, into our local waterways.

Hazardous materials, chemicals and other unidentified items may also be present in waterways and should not be handled.

If you are handling waste and debris, always wear gloves to avoid direct contact with the skin, and to protect yourself from injury while using tools and implements.

Wear protective footwear that covers your skin adequately to avoid direct contact with flood waste and debris.

Debris in waterways can be reported to **Environment Line on 131 555 or by email at [info@epa.nsw.gov.au](mailto:info@epa.nsw.gov.au)**. The Environment Protection Authority (EPA) has engaged specialist marine contractors to remove flood debris from waterways and shorelines.

[Click here to  
download fact sheet](#)

# Translated social posts: flood clean up advice

[Click here to download social tiles](#)

## Flood Clean Up Advice

-  If using disinfectants and/or other cleaners, follow safety advice on labels and do not touch eyes and face.
-  Be alert to snakes, spiders, rats and other wildlife that may have taken refuge in the building, structure or furniture.
-  Wall and floor cavities should be checked for mud, debris and floodwater. If items are not completely dry mould or mildew may develop.
-  Protect against mosquito bites. Cover up while outside with loose, light-coloured clothing and covered footwear, avoid being outdoors at dawn and dusk and apply insect repellent on exposed skin that contains DEET, picaridin, or oil of lemon eucalyptus.

For support and recovery services call 13 77 88 or visit [nsw.gov.au/floods](https://nsw.gov.au/floods)



**Languages available:**  
[Arabic](#)  
[Chinese – Simplified](#)  
[Chinese – Traditional](#)  
[English](#)  
[Greek](#)  
[Korean](#)  
[Vietnamese](#)

## Flood Clean Up Advice

-  Do not enter a damaged building or structure, unless deemed safe to do so by authorities.
-  Contact your insurance company directly and take plenty of photos of any property and contents damage before removing and disposing of items.
-  If your house was built before 1987, it is likely to contain asbestos. Find out what asbestos looks like and where it could be at [asbestos.nsw.gov.au](https://asbestos.nsw.gov.au). Keep asbestos waste separated from other waste you are removing, and do not put it in red bins or skip bins.
-  Always wear protective clothing including dust mask, gloves, eye protection, covered shoes/boots and full-length clothing cover for arms and legs.

For support and recovery services call 13 77 88 or visit [nsw.gov.au/floods](https://nsw.gov.au/floods)



**Languages available:**  
[Arabic](#)  
[Chinese – Simplified](#)  
[Chinese – Traditional](#)  
[English](#)  
[Greek](#)  
[Korean](#)  
[Vietnamese](#)

**Post:** It is important to protect your health and safety when returning to your property after flooding. Find out more at [health.nsw.gov.au](https://health.nsw.gov.au)

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# Translated social posts: flood clean up advice

[Click here to download social tile](#)



**Post:** Floodwater can be contaminated with sewage and chemicals. Wash your hands thoroughly with soap and water after contact with floodwater to prevent disease. For more information visit [health.nsw.gov.au](https://health.nsw.gov.au)

[Click here to download social tile](#)



**Post:** Asbestos can be dangerous if not handled properly. If you are cleaning up after flooding there are important steps you need to take to identify, handle and dispose of asbestos from your home or business. Before starting any clean up visit [asbestos.nsw.gov.au](https://asbestos.nsw.gov.au)

**Languages available:**

[Arabic](#)

[Chinese – Simplified](#)

[English](#)

[Greek](#)

# Social posts: assistance for primary producers

[Click here to download social tile](#)

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**Post:** Assistance available for primary producers affected by severe storms and flooding. There is a range of recovery assistance, including financial support and advice, available for landholders and primary producers impacted by the recent flooding event. Scan the QR code for a list of assistance available.

**Post:** We understand the discovery of deceased livestock and animals can be quite distressing. Deceased livestock can pose a human health risk - by reporting them immediately, there are services to remove them as quickly as possible and reduce the risk of disease and contamination. If assistance is required, call the Agriculture and Animal Services Hotline on 1800 814 647.

# Social post: Red Cross Register.Find.Reunite

[Click here to download social tile](#)

Let others know  
you're safe in  
an emergency



**Post:** If you've been displaced from your home due to flooding, it's important to register your details so your friends and family know you're safe.

The Register.Find.Reunite website is a national system used to find and reunite loved ones after an emergency. For more information visit [redcross.org.au](https://redcross.org.au)

# 3

## Flood grants and financial support



# Newsletter/web copy: businesses



If your business, community group or not-for-profit has been affected by severe weather and flooding, there are grants, payments and other assistance you can apply for. Find out about the financial packages and support available to businesses recovering from a natural disaster. A Service NSW Business Concierge can provide you with guidance on eligibility criteria and available support.

- **Disaster recovery small business grant:** If you're a small business or a not-for-profit organisation in a defined disaster area and have been impacted by storms and floods in Feb/March 2022, June/July 2022 or from August/September 2022 through to November 2022, you may be eligible for the storm and flood disaster recovery grant. The disaster recovery grant of up to \$50,000 is to help pay for the costs of clean-up and reinstatement of a small business or not-for-profit organisation's operations. This grant is part of the jointly funded Commonwealth-State Disaster Recovery Funding Arrangements.
- **Disaster relief loans:** Organisations in disaster-declared Local Government Areas (LGAs) may be eligible for concessional loans or subsidies following severe weather and flooding in NSW. This includes a Small business concessional loan (up to \$130,000), Non-profit organisation concessional loan (up to \$25,000), the Donated fodder transport subsidy, or a Sporting clubs concessional loan (up to \$10,000) via the NSW Rural Assistance Authority (1800 678 593).
- **Concessional loans:** Small businesses directly affected by a declared natural disaster including floods, fires or storm damage, may be eligible for low interest loans of up to \$130,000. For more information on disaster declared natural disasters or eligibility criteria visit the NSW Rural Assistance Authority website.
- **\$1,000 SafeWork small business rebate:** The \$1,000 rebate is available to small businesses and not-for-profits with fewer than 50 full time employees. The SafeWork small business rebate helps organisations purchase items to help clean up or improve work health and safety.
- **Northern Rivers medium size business grant:** Organisations in the Northern Rivers impacted by storms and floods in Feb/March 2022 may be eligible for the Northern Rivers medium size business grant. Up to \$200,000 is to help pay for the costs of clean-up and reinstatement of a medium business or not-for-profit organisation. Organisations must be located in eligible Local Government Areas (LGAs).
- **Disaster Assistance Finder:** Find the support that suits your circumstances by using the Disaster Assistance Finder. The Disaster Assistance Finder now enables people to identify themselves as Aboriginal or Torres Strait Islander and find out about relevant support and services.



# Newsletter/web copy: farmers and primary producers



As our communities recover from the impacts of extreme weather and floods, it is important to know what support is available. There are a range of grants and payments for farmers and primary producers affected by storms and floods in NSW.

- **Special Disaster Grants**: There is now additional support for flood-affected primary producers in NSW, as part of the jointly funded Commonwealth-State Disaster Recovery Funding Arrangements. Recovery grants to help with the immediate clean-up and recovery costs and to repair extensive damage have been increased from \$25,000 to up to \$75,000 for primary producers. Rural landholders can now also apply for grants of up to \$10,000. The grants are available in disaster-declared Local Government Areas (LGAs) via the NSW Rural Assistance Authority (1800 678 593). Eligible primary producers can access \$25,000 immediately, with a further \$50,000 available with submission of valid tax invoices.
- **Rural Landholder Grant**: Landholders and oyster farmers in disaster-declared areas affected by the floods beginning on 22 February 2022 and 27 June 2022 may be eligible for the Rural Landholders Grant. This grant is administered by the NSW Rural Assistance Authority and available for landholders and oyster farmers who receive at least \$20,000 income from primary production and do not qualify for support through existing recovery programs. Applicants are encouraged not to self-assess so the NSW Rural Assistance Authority can determine eligibility. Up to \$10,000 will be available soon for landholders and oyster farmers impacted by the floods from 4 August and 14 September 2022 through to November 2022.
- **Natural disaster transport subsidy**: Farmers that were affected by a declared natural disaster event can claim up to \$15,000 to put toward the cost of transporting fodder or water to an affected property, stock to sale or slaughter or stock from agistment. Farmers affected by the July 2022 floods or February 2022 floods can claim up to \$25,000 via the NSW Rural Assistance Authority (1800 678 593).
- **Critical Producer Grant**: This recovery program is to help primary producers and primary production enterprises impacted by the Feb/March 2022 floods to rebuild and recover in the medium to longer term. The amount of support varies according to your sector. Funding complements the \$75,000 Special Disaster Grant and will support NSW agriculture, horticulture, aquaculture and forestry industries.
- **Concessional loans**: Primary producers directly affected by a declared natural disaster including floods, fires or storm damage, may be eligible for low interest loans of up to \$130,000. For more information on declared natural disasters or eligibility criteria visit the NSW Rural Assistance Authority website.
- **\$1,000 SafeWork small business rebate**: The \$1,000 rebate is available to small businesses and not-for-profits with fewer than 50 full time employees. The SafeWork small business rebate helps organisations purchase items to help clean up or improve work health and safety.
- **Disaster Assistance Finder**: Find the support that suits your circumstances by using the Disaster Assistance Finder. The Disaster Assistance Finder now enables people to identify themselves as Aboriginal or Torres Strait Islander and find out about relevant support and services.

# Newsletter/web copy: individuals



Grants and payments are available to people impacted by severe weather and flooding in disaster-declared Local Government Areas (LGAs). For more information visit [nsw.gov.au/floods/financial-support](https://nsw.gov.au/floods/financial-support)

- **Rental Support Payment:** Available for eligible NSW residents unable to live in their home and need help to pay for short-term accommodation bookings following the Feb/March 2022 and June/July 2022 storms and floods.
- **Disaster Relief Grant:** Financial assistance is provided to help people whose home or essential household items have been destroyed or damaged by a storm or flood in eligible disaster-declared LGAs.
- **Back Home Grant:** Up to \$20,000 is available to help cover the costs of restoring a damaged property to a habitable condition or replacing essential household items. This grant is available to people affected by the Feb/March 2022 and June/July 2022 storms and floods.
- **Temporary housing for Northern Rivers:** Residents in eligible LGAs who cannot return to their flood-damaged homes can access temporary accommodation through temporary modular homes (also called pods) or "at-home caravan" on their property at no cost under a hire agreement.
- **Disaster Assistance Finder:** Find the support that suits your circumstances by using the Disaster Assistance Finder. The Disaster Assistance Finder now enables people to identify themselves as Aboriginal or Torres Strait Islander and find out about relevant support and services.

# Social posts: business and primary producer financial support

[Click here to download social tile](#)



**Post:** Up to \$50,000 financial assistance may be available if your business has been impacted by the recent storms and floods. For more information visit [service.nsw.gov.au](https://service.nsw.gov.au)

[Click here to download social tile](#)



**Post:** Up to \$75,000 financial assistance may be available for farmers and primary producers who have been impacted by the recent storms and floods. For more information visit [service.nsw.gov.au](https://service.nsw.gov.au)

# Social post: Special Disaster Grants for primary producers

[Click here to download social tile](#)



**Post:** \$75,000 Special Disaster Grants are now open for primary producers in local government areas impacted by severe weather and flooding events that began in August and September and have continued until November.

Applications can be made online now via the [Rural Assistance Authority website](#).

Primary producers are encouraged not to self-assess and should consult with their local Rural Financial Counselling Service, the Rural Recovery Support Service or apply for the scheme so that the Rural Assistance Authority can determine eligibility.

# 4

Mental health, medical and bite prevention advice

# Social post: mental health support

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**Post:** Support is available if you or someone you know is struggling with their mental health after being impacted by flooding.

For professional help and advice call the NSW Mental Health Line 24/7 on 1800 011 511.

For those in regional areas, you can contact the Rural Adversity Mental Health Program – 1800 879 096 or [ramhp.com.au](http://ramhp.com.au)

If you have serious concerns about your mental health speak to your GP or a mental health professional.

In an emergency always call Triple Zero (000).  
More information on mental health services and programs: [health.nsw.gov.au](http://health.nsw.gov.au)

# Social post: mental health support

[Click here to download social tile](#)



**Post:** If you're a parent or guardian, how you recover and manage your stress after a traumatic event is the strongest indicator of how your children will cope.

Self-care, keeping routines and asking for support when needed is not only important for you, but for your family.

You can support children and younger people after a disaster by:

- Letting them know that it's normal to feel sad for a while – re-assure them that they will feel better in time
- Maintaining and encouraging meaningful relationships
- Reminding them that you love them, the event was not their fault, that they are safe and that you will do your best to take care of them
- Allowing children to make choices where possible to help them have a sense of control in uncertain times
- Limit and monitor your children's media consumption – preferably with adult supervision and explanation

Most children will recover with time, support and understanding, but if you notice that they are struggling after a few weeks, please go to your GP.

If you need crisis support, please call Lifeline on 13 11 14.

Children and young people can call Kids Helpline Official on 1800 55 1800 or chat online at [kidshelpline.com.au](https://www.kidshelpline.com.au)

For more information on looking after yourself and your family after a disaster visit [beyondblue.org.au](https://www.beyondblue.org.au)



# Social post: mental health support

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**Post:** It's normal to feel overwhelmed, angry or upset after experiencing the trauma and loss caused by a disaster.

You should seek professional support if you need it, but there are a few things you can do each day to help you cope and process your emotions:

- Give yourself time to process what has happened
- Ask for support from people you love and trust, as they can provide a listening ear or help you with daily tasks that may seem too hard to manage as you navigate your emotions
- Avoid spending lots of time alone – being around other people after a traumatic experience will mean you're less likely to experience poor mental health
- Re-create a routine to help you build control over your personal situation
- Take care of your physical safety by being careful around the home, while driving, and by avoiding alcohol or drug use as people are more accident prone after a traumatic event
- Avoid an overload of media around the event as this can re-traumatise you

Remember that you are not alone, and there is always support available if you need it [health.nsw.gov.au/mentalhealthhelp](https://health.nsw.gov.au/mentalhealthhelp)

# Social posts: medical advice

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**Need medical advice or care and in a flooded area?**

For non-urgent medical advice:

- call Healthdirect for free on 1800 022 222. Nurses can connect you to the right medical care
- OR
- call your GP or specialist and ask them to use telehealth if possible.

**If you are seriously injured, seriously unwell or have a life-threatening medical emergency call Triple Zero (000).**



**Post:** Are you or someone you know in a flood-affected area and needing medical advice or care? Save this post or share it with someone who may need these contacts. Speak with your local pharmacy, GP or call Healthdirect for free on 1800 022 222.

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**Lost your medicine or prescription in floods?**



**Post:** If you're in a flood-affected area and have lost your medication or your prescription, your pharmacist may be able to help with replacements. Speak with your local pharmacy, GP, or call Healthdirect on 1800 022 222

# Translated fact sheets: Japanese encephalitis virus

## Japanese encephalitis virus fact sheet



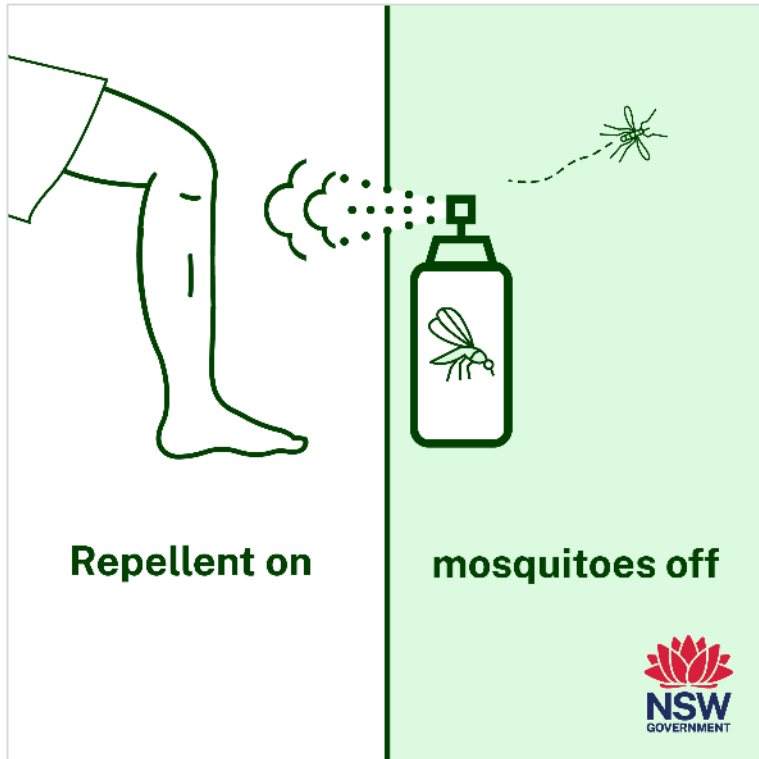
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**Languages available:** [Arabic](#), [Chinese – Simplified](#), [English](#), [Filipino](#), [Hindi](#), [Italian](#), [Kurdish – Kurmanji](#), [Malayalam](#), [Nepali](#), [Punjabi](#), [Vietnamese](#)

[Click here to access additional mosquito borne disease resources](#)

# Social posts: mosquito bite prevention

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**Post:** Mosquitoes love warm, wet weather so their numbers are expected to increase this summer, along with the risk of mosquito-borne diseases like Japanese encephalitis. It's important to prevent mosquito bites by wearing insect repellent and covering up when outdoors. Find out more at [health.nsw.gov.au/mosquitoes](http://health.nsw.gov.au/mosquitoes)

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**Post:** Did you know that mosquitoes can give you more than just itchy bites? Some mosquitoes in NSW carry viruses like Japanese encephalitis virus. An extra reason to protect yourself from mosquito bites by covering up when outdoors and wearing mosquito repellent. Find out more at [health.nsw.gov.au/mosquitoes](http://health.nsw.gov.au/mosquitoes)

# Social post: snakes and spiders bite prevention

[Click here to download social tile](#)



**Post:** Warmer months and flood waters can bring increased numbers of snakes and spiders. For advice on snake and spider bites call the Poisons Information Centre on 131126. In an emergency, call Triple Zero (000). Visit this website for more information and FAQs [poisonsinfo.nsw.gov.au](https://poisonsinfo.nsw.gov.au)

