

## **Flood Disaster in Queensland and NSW**

Thank you for your patience as we deal with an increased amount of calls to our Helpline. We're doing everything we can to help agents across the state as they deal with the unfolding flood disaster.

### **State Support**

Financial support has been announced by the NSW State Government for Northern New South Wales local government areas of Ballina, Bellingen, Byron, Clarence Valley, Coffs Harbour, Kyogle, Lismore, Richmond Valley and Tweed.

NSW residents affected by the severe weather and storms may be eligible for a [disaster relief grant](#). For a list of local government areas where disaster declarations have been made, visit [Natural disaster declarations](#).

You may also call **13 77 88** and ask about the disaster relief grant administered by [Resilience NSW](#).

NSW Council of Social Service (NCOSS) has already prepared a complete range of resources for fast access to information on:

- [Evacuation](#)
- [Replacing damaged documents \(licences, permits, certificates\)](#)
- [Financial support](#)
- [Housing](#)
- [Insurance](#)
- [Legal assistance](#)
- [Mental health support](#)
- [Disaster response guidance](#)

### **Federal Support**

The Federal Government support is currently limited to affected communities in Queensland, however, that is expected to change over the next day or so.

### **Financial Support Disaster Recovery Payment**

Queenslanders in eligible Local Government Areas (LGAs) can apply for **Services Australia's Disaster Assistance** with further flood affected local government areas in QLD and NSW expected to be added. Check if your LGA has been added [here](#).

### **Phone line: 180 22 66**

The Disaster Recovery Allowance (DRA) payment provides \$1000 per eligible adult and \$400 per eligible child. It is a one-off, non-means tested short-term income payment to

assist employees and small business persons who have suffered a significant loss, including a severely damaged or destroyed home or serious injury.

### **Rabobank support**

Rabobank has announced a range of support measures that will be offered to its farming clients adversely impacted by floods and extreme rainfall in the NSW Northern Rivers and Queensland South-East regions.

Rabobank will work directly with individual clients whose farms or agribusinesses have been affected, to provide support and offer a range of assistance measures in applicable circumstances, including:

- Deferral of scheduled loan payments;
- Waiver of break costs on early redemption of farm management deposits;
- Waiver of fees on loan increases necessary for rebuilding operations; and
- Waiver of fees for equipment finance contract variations.

Any farming clients who have been adversely impacted by the floods and have not yet spoken to the bank should contact their local branch or phone Rabobank on **1800 025 484**.

Our thoughts are with all affected communities and members of the industry at this time. We will bring you more information as it becomes available.

Stay safe everyone!