



# LANDHOLDER RESOURCE PACK

## Central Coast Region – Storm/Flooding Event April 2015

### KEY CONTACTS

A list of key contacts from the Department of Primary Industries and Local Land Services are provided. These contacts can provide advice on livestock health and fodder issues arising from flood and storm impacts, and advice on pastures impacted by the flooding such as best pasture reestablishment options. The Rural Assistance Authority can provide advice on financial assistance. The Animal and Agricultural Services number may be used for emergency assistance requests (e.g. stranded livestock).

**NSW DPI hotline Animal and Agricultural Services      1800 814 647**

**Note this number is a temporary emergency service until 30 June 2015**

### For advice on LIVESTOCK

Liz O’Grady	Muswellbrook	0407 139 545
Todd Andrews	Armidale	0429 987 405 / 6770 1831
Brett Littler	Mudgee	0427 007 398

### For advice on PASTURE

Tony Blatch	Total	0427 788 984
Neil Griffiths	Total	0427 007 425
Peter Beale	Taree	0427 007 468

### For RURAL ASSISTANCE AUTHORITY

Freecall		1800 678 593
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### RURAL FINANCIAL COUNSELLORS

Ron Lindsay	Gloucester	0428 582 570 / 6558 2570
Ray Hynes	Scone	0447 800 040 / 6545 3544
Andrew Ellem	Taree	0448 035 143 / 6551 5879



# Help for flood affected primary producers

April 2015

Severe weather, including damaging and destructive winds, heavy rainfall and damaging surf has been impacting the Sydney Metropolitan, Central Coast, Hunter and Illawarra areas.

## What is NSW Department of Primary Industries doing?

NSW Department of Primary Industries (NSW DPI) supports the State Emergency Services along with supporting agencies such as Local Land Services and RSPCA to coordinate response assistance measures for landholders impacted by the severe weather.

NSW DPI is responsible for coordinating animal welfare relief services for livestock, wildlife and companion animals. Staff with emergency management expertise oversee planning and lead relief programs at both the district and local levels.

## Where do I go for assistance and further information?

In life-threatening emergencies call 000.

For emergency help in floods, including animal rescues, contact the NSW State Emergency Service (SES) on 132 500.

Farmers who require assistance with livestock welfare, transport and fodder requests or wish to report damage should contact the Agriculture and Animal Emergency hotline on 1800 814 647.

Rural Resilience Officers and Rural Support Workers also provide information on additional support for farming families recovering from natural disasters and can connect them to relevant service providers. If you need assistance please contact:

Rural Resilience Program Contacts:

Liane Corocher, Tocal, 0427 188 643 [liane.corocher@dpi.nsw.gov.au](mailto:liane.corocher@dpi.nsw.gov.au)

Caroline Hayes, Scone, 0407 971 675 [caroline.hayes@dpi.nsw.gov.au](mailto:caroline.hayes@dpi.nsw.gov.au)

Visit NSW DPI's flood website [www.dpi.nsw.gov.au/agriculture/emergency/flood](http://www.dpi.nsw.gov.au/agriculture/emergency/flood) for information on helping your animals and livestock during a flood and animal health and welfare issues following a flood.

## Natural Disaster Financial assistance

As a result of the severe flooding and heavy rain, a number of local government areas have been declared natural disaster zones. Information on a range of assistance measures, including Personal Hardship and Distress assistance, low interest loans and transport subsidies are available at [www.emergency.nsw.gov.au](http://www.emergency.nsw.gov.au)

### The Rural Assistance Authority

The Rural Assistance Authority (RAA) Natural Disaster Relief Scheme assists primary producers and small business operators affected by flood/fire/storm damage or any other declared natural disaster. For the most recent information or to download forms contact the NSW RAA phone 1800 678 593 or website [www.raa.nsw.gov.au/assistance/natural-disaster-relief](http://www.raa.nsw.gov.au/assistance/natural-disaster-relief)

Assistance available includes:

- **Disaster relief loans** of up to \$130,000 are available, subject to certain availability criteria, at a concessional interest rate for those in urgent need. These loans may be used for essential working capital replacement and repair of damage caused to the property and associated

improvements not covered by insurance. The repayment term is preceded by a two year interest and repayment free period. Claims must be lodged within six months of the declared date of the disaster. **East Coast April storms and floods must be submitted by 30 October 2015.**

- **Transport subsidies** of up to 50% of the cost of transporting fodder and/or water to an affected property and stock to/from agistment are available. These rebates apply to primary producers in areas affected by the storm/floods, subject to eligibility criteria. Maximum subsidy available is \$15,000 per annum. Claims must be submitted no more than six months after first movement. Submit all claim forms to the Rural Assistance Authority with invoices, receipts and other documentation.

### Personal Hardship and Distress Assistance

The Ministry for Police and Emergency Services can provide disaster relief grants to eligible individuals and families whose homes and essential household items have been destroyed or damaged by a natural disaster. People with limited financial resources and no insurance may be eligible for assistance for essential household items and structural repairs to the home.

Inquiries about the disaster relief grants and the eligibility criteria may be made by calling the Disaster Welfare Assistance Line on 1800 018 444.

### Other assistance

#### Rural Financial Counselling Services (RFCS)

The Rural Financial Counselling Service NSW Northern Region (RFCSNSW- NR) provides free and impartial rural financial counselling to eligible primary producers, fishers and small rural businesses who are suffering financial hardship, and who have no alternative sources of impartial support, to manage the challenges of change and adjustment.

RFCS Hunter Contacts:

Ron Lindsay Gloucester Rural Financial Counsellor 02 6558 2570

Andrew Ellem, Taree Rural Financial Counsellor, 02 6551 5879

Ray Hynes, Scone Rural Financial Counsellor, 02 6545 3544

All other Hunter areas Ross Turvery, 0458 222 216 [ross@rfcsnsw-northernregion.org](mailto:ross@rfcsnsw-northernregion.org)

#### Family and Community Services

Family and community Services offers the following services;

- Housing NSW 1800 152 152. Private rental bond assistance, temporary accommodation and housing assistance
- Rentstart Bond assistance 1300 468 746
- Community services 132 111
- Ageing Disability and Homecare 1300 134 450

#### Mental Health and Wellbeing

For access to local mental health services contact the organisations listed below.

Rural Adversity Mental Health Program (RAMHP) provides a range of information services to individuals, communities and service providers to link rural and remote people to the help they need. This includes information on where to [access services](#), [common mental illnesses](#) and [how to keep mentally healthy](#), as well as the Glove Box Guide to Mental Health.

Hunter RAMHP contacts:

Kate Arndell: [kate.arndell@hnehealth.nsw.gov.au](mailto:kate.arndell@hnehealth.nsw.gov.au)

Sarah Green: [sarah.green@hnehealth.nsw.gov.au](mailto:sarah.green@hnehealth.nsw.gov.au)

- Hunter community Mental Health team- phone 1800 011 511
- Kids Helpline – phone 1800 551 800 telephone counselling service 24 hours, seven days a week

- Mensline Australia –phone 1300 789, 24 hours a day, 7 day telephone counselling for men
- Beyondblue depression information line phone 1300 224 636
- Lifeline 131114
- Australian Red Cross

The Red Cross provides personal support during a disaster and an outreach service to affected households. 1800 660 066 or 49413200 for Hunter

### **The Salvation Army**

For advice, personal support and referral to social services, 24 hours a day, 7 days a week. Contact: Salvo Care Line 1300 36 36 22

### **Farm Household Support**

The Federal Government Department of Human Services provides help for farmers and their families experiencing financial hardship. To be eligible:

- you must be a farmer or the partner of a farmer. If you are the farmer you must contribute a significant part of your labour and capital to the farm enterprise based on specific criteria
- meet an income and assets test
- be willing to undertake a Farm Financial Assessment, and
- be willing to enter into a Financial Improvement Agreement to help you improve your financial circumstances

Contact: 1800 050 004, Office: 226 High Street, Maitland NSW 2320

### **Births, Deaths and Marriages**

Free replacement of:

- Birth Certificates
- Marriage Certificates
- Change of name certificates

Contact: Michelle Gould phone (02) 9035 6411

### **Motor Vehicle Stamp Duty Relief**

Motorists whose cars have been written off as a result of a natural disaster may be eligible for a stamp duty refund on their replacement vehicle. Refunds are made where the written off vehicle was comprehensively insured and the insurance does not cover duty for a replacement vehicle.

Contact: Office of State Revenue 1300 139 814. [www.osr.nsw.gov.au](http://www.osr.nsw.gov.au)

### **Insurance**

If you have a query relating to insurance you can call the Insurance Council on 1300 444 557. This service is available to all.

### **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, credit and debt problems and what free legal assistance may be available in your area.

Contact: LawAccess NSW 1300 888 529 [www.legalaid.nsw.gov.au/](http://www.legalaid.nsw.gov.au/)

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Disclaimer: The information contained in this publication is based on knowledge and understanding at the time of writing (April 2015). However, because of advances in knowledge, users are reminded of the need to ensure that information upon which they rely is up to date and to check currency of the information with the appropriate officer of the Department of Primary Industries or the user's independent adviser.



## **Assistance for Primary Producers**

*The Natural Disaster Relief Scheme assists primary producers affected by flood/fire/storm damage or any other declared natural disaster.*

**PURPOSE:** Funding by way of a loan is available for:

❑ **Essential Working Capital:**

The amount required to continue farming operations for the next twelve months from the date of the disaster or until the next major income is received.

❑ **Replacement and repair of damage caused to the property and associated improvements not covered by insurance.**

Assistance does not cover costs unrelated to the farming enterprise or commitments overdue at the time of the disaster, such as; trading accounts, lease or hire purchase instalments, interest on borrowings or loan repayments.

**Assistance under this scheme by its nature is not compensatory therefore applicants need to be in urgent and genuine need of assistance.**

**Note:** *In assessing this requirement the Authority will take into account all cash reserves, investments, undrawn overdraft balances plus loans with redraw facilities.*

**AMOUNT:** A loan to a maximum of \$130,000 is available.

**INTEREST:** The interest rate is a concessional rate of interest, fixed for the term of the loan. Please contact the NSW Rural Assistance Authority on 1800 678 593 for current rates

**TERM:** A repayment term of up to ten years dependent upon the amount borrowed and the applicant's ability to repay. The repayment term is preceded by a two-year interest and repayment free period.

**REPAYMENTS:** Monthly, half-yearly or annual repayments of principle and interest generally in line with the applicant's cash flow.

**SECURITY:** Registered mortgage over land, not necessarily a first mortgage. Other security, including a mortgage from another person may be considered.

**NOTE:** Funds will not be released until all security requirements have been satisfied.

*The above information is a guide for prospective applicants.  
Full details can be obtained by contacting the Authority.*

## **AM I ELIGIBLE FOR ASSISTANCE ?**

### **To be eligible you must:**

- ❑ Earn the majority of your GROSS income from primary production.
- ❑ Be in working occupation of the farm.
- ❑ Conduct your farming activities on a rural property within a Local Government Area that has been declared a natural disaster.
- ❑ Be in urgent and genuine need of financial assistance.

*(NOTE: In assessing this criteria the Authority will take into account all cash reserves, investments, undrawn overdraft balances plus loans with redraw facilities)*

- ❑ Demonstrate that if the required assistance were obtained commercially, your farming enterprise would be placed in financial difficulty.
- ❑ Demonstrate that your farming enterprise has long-term viability.
- ❑ Demonstrate that your farming enterprise has the capacity to repay the loan sought.
- ❑ Provide security, acceptable to the NSW Rural Assistance Authority.
- ❑ Lodge an application within six months of the date of the natural disaster.

## **LODGEMENT OF APPLICATIONS**

Applicants can lodge completed application forms including required documentation to the NSW Rural Assistance Authority by post, email, facsimile or personal delivery at:

Post: Locked Bag 23  
Orange NSW 2800

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

Fax: (02) 6391 3098

In person: 161 Kite Street  
Orange NSW 2800

Applications must be received by the NSW Rural Assistance Authority no later than the closing date.

Applications received after the advertised application period closing date, in any other circumstances will not be accepted.

### *Contact details:*

161 Kite Street, ORANGE NSW 2800  
Telephone 02 6391 3000  
Freecall 1800 678 593  
Calls to "1800" numbers from your home phone are free. Calls from a public phone and mobiles may be timed and attract charges.  
Facsimile 02 6391 3098  
Email: [rural.assist@raa.nsw.gov.au](mailto:rural.assist@raa.nsw.gov.au)

If you have difficulty understanding this form you should seek the assistance of your rural/financial counsellor, accountant or a trusted family member/friend.

## **USEFUL RESOURCES**

### **Assistance for storm affected landholders**

Help for flood affected primary producers

[http://www.dpi.nsw.gov.au/\\_data/assets/pdf\\_file/0016/425221/help-for-flood-affected-primary-producers.pdf](http://www.dpi.nsw.gov.au/_data/assets/pdf_file/0016/425221/help-for-flood-affected-primary-producers.pdf)

RAA Natural Disaster relief scheme

[http://www.raa.nsw.gov.au/\\_data/assets/pdf\\_file/0004/274720/Information-Bulletin-NDRA-Loan-Primary-Producers-V-2.6.pdf](http://www.raa.nsw.gov.au/_data/assets/pdf_file/0004/274720/Information-Bulletin-NDRA-Loan-Primary-Producers-V-2.6.pdf)

### **Animal health after floods and heavy rain**

Animal health problems following floods

<http://www.dpi.nsw.gov.au/agriculture/emergency/drought/recovery/animals/health-problems>

Managing in wet conditions (dairy)

[http://www.dairyaustralia.com.au/~media/Documents/Animal%20management/Environment/Extreme-weather/Managing-in-wet-conditions/Wet%20conditions%20March%202012%20update/Managing%20in%20wet%20conditions%20-%20Feeding\\_web\\_Mar12.pdf](http://www.dairyaustralia.com.au/~media/Documents/Animal%20management/Environment/Extreme-weather/Managing-in-wet-conditions/Wet%20conditions%20March%202012%20update/Managing%20in%20wet%20conditions%20-%20Feeding_web_Mar12.pdf)

### **Buying feed**

Buying hay or silage after a flood

<http://www.dpi.nsw.gov.au/agriculture/pastures/pastures-and-rangelands/silage/buying-after-flood-fire-drought>

Buying feed at the right price

<http://www.dpi.nsw.gov.au/agriculture/emergency/drought/managing/stock-pasture/feeds/buying-feed-right-price>

### **Pasture options after floods**

Pasture options after a coastal flood

<http://www.dpi.nsw.gov.au/agriculture/pastures/pastures-and-rangelands/management/coastal-flood>

### **Hand feeding cattle**

Full hand feeding of beef cattle - management

<http://www.dpi.nsw.gov.au/agriculture/livestock/beef/feed/publications/full-handfeeding-beefcattle-management>

Full hand feeding of beef cattle – quantities

<http://www.dpi.nsw.gov.au/agriculture/livestock/beef/feed/publications/full-handfeeding-beefcattle-quantities>

Hand feeding of cattle in drought – grain

<http://www.dpi.nsw.gov.au/agriculture/emergency/drought/managing/stock-pasture/cattle/full-feeding/hand-feeding-cattle-grain>

Hand feeding of cattle in drought – grain/hay

<http://www.dpi.nsw.gov.au/agriculture/emergency/drought/managing/stock-pasture/cattle/full-feeding/hand-feeding-cattle-grain-hay>

Processing grains for cattle in drought

<http://www.dpi.nsw.gov.au/agriculture/emergency/drought/managing/stock-pasture/feeds/processing-grains-cattle-drought>

### **Hand feeding general**

Grain poisoning of cattle and sheep

<http://www.dpi.nsw.gov.au/agriculture/livestock/sheep/health/grain-poisoning-cattle-sheep>

How useful are blocks and dry licks for livestock in drought

<http://www.dpi.nsw.gov.au/agriculture/emergency/drought/managing/stock-pasture/feeds/blocks-drylicks-drought>

### **Hand feeding sheep**

Full hand feeding of sheep – management

<http://www.dpi.nsw.gov.au/agriculture/livestock/sheep/feeding-and-nutrition/general/full-handfeeding-sheep-management>

Full hand feeding of sheep– quantities

<http://www.dpi.nsw.gov.au/agriculture/livestock/sheep/feeding-and-nutrition/general/full-handfeeding-sheep-quantities>

Full hand feeding of sheep – feeding management

<http://www.dpi.nsw.gov.au/agriculture/livestock/sheep/feeding-and-nutrition/general/full-handfeeding-sheep-feeding-management>

### **Other**

Recovery priority list (dairy)

[http://www.dairyaustralia.com.au/~/\\_media/Documents/Environment%20and%20Resources/Extreme%20Weather/Recovery%20priority%20list-20150109.pdf](http://www.dairyaustralia.com.au/~/_media/Documents/Environment%20and%20Resources/Extreme%20Weather/Recovery%20priority%20list-20150109.pdf)

Hay shed fires

<http://www.dpi.nsw.gov.au/agriculture/pastures/pastures-and-rangelands/silage/hay-shed-fires>