

# South Coast Bushfires 2020

Emergency services and disaster relief contact details

Insurance Claims	Insurance Council of Australia: <b>02 9253 5100</b> or <b>1300 728 228</b> from 8:30am to 5pm <a href="http://www.insurancecouncil.com.au/">http://www.insurancecouncil.com.au/</a>	<ul style="list-style-type: none"> <li>Find out which insurance company you are with</li> <li>Understand your insurance entitlements</li> <li>Insurance fraud enquiries</li> </ul>
	Australian Financial Complaints Authority (AFCA): <b>1800 931 678</b> <a href="https://www.afca.org.au/">https://www.afca.org.au/</a>	<ul style="list-style-type: none"> <li>To raise a dispute with insurers internal dispute resolution process, or external complaint dispute resolution</li> </ul>
	Financial Rights Legal Centre: <b>1300 663 464</b> <a href="https://financialrights.org.au/">https://financialrights.org.au/</a>	<ul style="list-style-type: none"> <li>Specialist assistance on insurance matters</li> </ul>
Legal Advice	Shoalcoast Community Legal Centre <b>1800 229 529 / 02 4422 9529</b> <a href="mailto:info@shoalcoast.org.au">info@shoalcoast.org.au</a>	<ul style="list-style-type: none"> <li>Insurance claims</li> <li>Renting and tenancy</li> <li>Workplace rights</li> <li>Destroyed/lost documentation</li> <li>Financial hardship</li> <li>Available grants</li> <li>Holiday refunds</li> <li>Fundraising/Tradesman Scams</li> <li>Pricing rip-offs</li> </ul> <p>And other general legal advice as per usual</p>
	Legal Aid/ Disaster Response Hotline: <b>1800 801 529</b> <a href="https://www.legalaid.nsw.gov.au/get-legal-help/legal-help-for-victims-of-natural-disasters">https://www.legalaid.nsw.gov.au/get-legal-help/legal-help-for-victims-of-natural-disasters</a>	
Disaster Recovery Entitlements	Centrelink: <b>180 22 66</b> <a href="https://www.humanservices.gov.au/individuals/help-emergency">https://www.humanservices.gov.au/individuals/help-emergency</a>	<ul style="list-style-type: none"> <li>Disaster Recovery Allowance (lost income from Bushfires)</li> <li>Disaster Recovery Payments (people adversely affected by Bushfires)</li> <li>Ex-gratia payments for New Zealanders</li> </ul>
	NSW Rural Assistance Authority: <b>1800 678 593</b> <a href="https://www.raa.nsw.gov.au/">https://www.raa.nsw.gov.au/</a>	<ul style="list-style-type: none"> <li>Grants for primary producers, small businesses and not-for-profit organisations up to \$15,000.</li> <li>Loans for small businesses directly</li> </ul>

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		affected by a declared natural disaster –low interest loans of up to \$130,000
	Welfare Rights Centre: <b>4276 1939</b> <a href="http://www.illawarralegalcentre.org.au/welfare-rights.html">http://www.illawarralegalcentre.org.au/welfare-rights.html</a>	<ul style="list-style-type: none"> <li>Free assistance with Centrelink matters</li> </ul>
	NSW RFS volunteer firefighters through Service NSW (register interest <a href="#">here</a> )	<ul style="list-style-type: none"> <li>RFS volunteers in NSW will be provided financial support for loss of income up to \$300 per day, up to a total of \$6,000 per person for those who are self-employed or work for small and medium businesses, and who have been called out for more than 10 days this fire season</li> </ul>
Lost/Damaged Documentation	Service NSW: <b>13 77 88</b> <a href="https://www.service.nsw.gov.au/assistance-bushfire-affected-communities">https://www.service.nsw.gov.au/assistance-bushfire-affected-communities</a>	<ul style="list-style-type: none"> <li>Replacement of Birth/Marriage/Change of name certificates and licenses</li> </ul>
	Australian Passport Information Service (APIS): <b>131 232</b> <a href="https://www.passports.gov.au/news/free-replacement-passports-bushfire-victims">https://www.passports.gov.au/news/free-replacement-passports-bushfire-victims</a>	<ul style="list-style-type: none"> <li>Lost/damaged passport</li> </ul>
	Safe Work NSW: <b>13 10 50</b>	<ul style="list-style-type: none"> <li>Replacement of NSW Licenses</li> </ul>
	Motor Vehicle Stamp Duty Relief <b>1300 139 814</b> <a href="https://www.revenue.nsw.gov.au/taxes-duties-levies-royalties/motor-vehicle-duty/relief">https://www.revenue.nsw.gov.au/taxes-duties-levies-royalties/motor-vehicle-duty/relief</a>	<ul style="list-style-type: none"> <li>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</li> </ul>
General Bushfire Emergency/ Recovery Assistance	NSW Bushfire information line/RFS: <b>1800 679 737</b> <a href="https://www.rfs.nsw.gov.au/">https://www.rfs.nsw.gov.au/</a>	<ul style="list-style-type: none"> <li>Current information on Bushfire threats/safety precautions and evacuation warnings</li> </ul>
	Emergency temporary accommodation: <b>1800 422 322</b> <a href="https://www.service.nsw.gov.au/nswgovdirectory/housing-contact-centre">https://www.service.nsw.gov.au/nswgovdirectory/housing-contact-centre</a>	<ul style="list-style-type: none"> <li>Short term housing support</li> </ul>
	NSW Mental Health Line/ Farm Gate counsellors <b>1800 011 511</b> Lifeline <b>13 11 14</b> Beyond Blue <b>1300 224 636</b>	<ul style="list-style-type: none"> <li>If you're feeling distressed, anxious or overwhelmed</li> </ul>
	Sporting Club Assistance <b>1800 678 593</b>	<ul style="list-style-type: none"> <li>Concessional loans for eligible sporting clubs.</li> </ul>

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	Business Hotline on <b>13 26 96</b> <a href="https://www.nswbusinesschamber.com.au/How-We-Help">https://www.nswbusinesschamber.com.au/How-We-Help</a>	<ul style="list-style-type: none"> <li>For business owners in bushfire affected areas who are experiencing unique issues and are uncertain about what action to take</li> </ul>
	Disaster Welfare Assistance Line: <b>1800 018 444</b> <a href="http://www.emergency.nsw.gov.au">www.emergency.nsw.gov.au</a> .	<ul style="list-style-type: none"> <li>information on personal hardship and distress assistance.</li> </ul>
	Fair Trading <b>13 32 20</b> <a href="https://www.fairtrading.nsw.gov.au/">https://www.fairtrading.nsw.gov.au/</a>	<ul style="list-style-type: none"> <li>Provides assistance to businesses regarding fair and ethical practices</li> </ul>
	ATO <b>1300 139 815</b> <a href="https://www.ato.gov.au/Media-centre/Media-releases/ATO-grants-two-month-deferral-for-bushfire-victims-in-New-South-Wales-and-Queensland/">https://www.ato.gov.au/Media-centre/Media-releases/ATO-grants-two-month-deferral-for-bushfire-victims-in-New-South-Wales-and-Queensland/</a>	<ul style="list-style-type: none"> <li>The Australian Tax Office is offering support to businesses affected by the bushfires and can waive interest charged, set up payment plans with interest free periods and give you more time to pay</li> </ul>
	Australian Securities and Investments Commission (ASIC) <a href="https://asic.gov.au/for-business/payments-fees-and-invoices/bushfire-relief/">https://asic.gov.au/for-business/payments-fees-and-invoices/bushfire-relief/</a>	<ul style="list-style-type: none"> <li>ASIC is offering assistance to small businesses that are facing disruption or severe hardship due to the bushfires, including reviewing fees or considering payment options</li> </ul>
	Utility Payments Hardship Support <a href="http://www.resourcesandenergy.nsw.gov.au/?a=295483">http://www.resourcesandenergy.nsw.gov.au/?a=295483</a>	<ul style="list-style-type: none"> <li>Customers experiencing any form of long term or temporary hardship with management of utility accounts are advised to contact their retail provider to discuss payment options as soon as possible</li> </ul>
	Register.Find.Unite <a href="https://register.redcross.org.au/">https://register.redcross.org.au/</a>	<ul style="list-style-type: none"> <li>This service registers, finds and reunites family, friends and loved ones after an emergency</li> </ul>

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	Animal Welfare <b>1800 814 647</b> <a href="https://www.lis.nsw.gov.au/">https://www.lis.nsw.gov.au/</a>	<ul style="list-style-type: none"> <li>Provision of emergency fodder, stock water and stock assessment</li> </ul>
	Tenants Advice and Advocacy Service <b>4274 3475</b> <a href="https://www.tenants.org.au/factsheet-22-disaster-damage">https://www.tenants.org.au/factsheet-22-disaster-damage</a>	<ul style="list-style-type: none"> <li>Information on damage to rented premises that is neither the fault of the landlord nor the tenant</li> </ul>
Clean-up assistance	Insured home owners – contact your insurance company or the Insurance Council of Australia: <b>1800 734 621</b> <a href="http://www.insurancecouncil.com.au/">http://www.insurancecouncil.com.au/</a> Uninsured home owners – contact Public Works Advisory <b>1800 88 55 39</b> <a href="https://publicworksadvisory.nsw.gov.au/">https://publicworksadvisory.nsw.gov.au/</a>	<ul style="list-style-type: none"> <li>For assistance to clean up homes damaged or destroyed by recent fires:</li> </ul>
	Potable water <b>1800 018 444</b>	<ul style="list-style-type: none"> <li>Replacement of potable water for residents not on town water supply where RFS has taken water or contaminated roofs with fire retardant.</li> </ul>
	Waste Disposal – local council	<ul style="list-style-type: none"> <li>The levy for waste disposal has been waived in bushfire affected LGAs</li> </ul>

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