



## Flood Support Available to Businesses

### **DISASTER AND EMERGENCY DASHBOARD**

- Road closures and flood support information

<https://disaster.hawkesbury.nsw.gov.au>

### **FEDERAL GOVERNMENT**

- Disaster Recovery Payment  
\$1,000 per eligible adult and \$400 per eligible child if your home has been severely damaged or destroyed, or you've been seriously injured.  
[CLICK HERE](#)
- Storm and Flood Disaster Recovery Small Business Grant  
If you're a small business or a not-for-profit organisation in NSW and you've been directly impacted by storms and floods in June and July 2022, you may be eligible for a storm and flood disaster recovery small business grant.  
[CLICK HERE](#)
- Disaster Recovery Allowance  
Short-term income assistance (up to 13 weeks) if you've lost income as a direct result of the floods.  
[CLICK HERE](#)

### **SERVICE NSW**

- Disaster Relief Grant for Small Businesses -  
<https://www.service.nsw.gov.au/transaction/apply-february-and-march-2022-storm-and-flood-disaster-recovery-small-business-grant>
- If you're a small business or a not-for-profit organisation in NSW and you've been directly impacted by storms and floods in February and March 2022, you may be eligible for a storm and flood disaster recovery small business grant.

This 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.

- Back Home grant – Only available for March 2022  
If your home has been declared as damaged or destroyed and you are unable to claim on insurance or natural disaster relief, you can apply for the Back to Home grant.

This grant provides up to \$20,000 to households in flood-affected areas. The funds can go towards any clean-up costs to restore housing to a habitable condition.

<https://www.service.nsw.gov.au/transaction/apply-flood-recovery-back-home-grant>

### **TAX RELIEF**

- The ATO is offering assistance with meeting tax obligations for businesses impacted by floods. You can also phone the ATO Emergency support line on 1800 806 218 to see what support is available in your circumstances.  
<https://www.ato.gov.au/General/Support-in-difficult-times/Natural-disaster-support/Flood-support/>

## REVENUE NSW

If you are or have been impacted by the recent floods and are having difficulty managing your obligations with Revenue NSW, there are a range of options we can offer to assist you based on your specific circumstances including:

- extension of payment / lodgement timeframes
- lifting of licence or registration sanctions
- putting debts on short term hold
- assistance with hardship applications

<https://www.revenue.nsw.gov.au/news-media-releases/natural-disaster-relief>

## GRANTS FOR FARMERS, SMALL BUSINESSES AND NOT-FOR-PROFIT ORGANISATIONS

<https://www.raa.nsw.gov.au/disaster-assistance/storm-and-flood-programs/sdg-february-2022>

- The NSW and Australian Governments have announced Special Disaster Grants of up to \$75,000 for primary producers who have been impacted by severe weather and flooding from February 2022 onwards.
- Disaster Relief Loans [Disaster Relief Loans \(nsw.gov.au\)](https://www.nsw.gov.au/disaster-relief-loans)  
Businesses in local government areas declared as disaster areas may be eligible for **concessional loans** from the NSW Government.

Small businesses – up to \$130,000.

Not-for-profit organisations – up to \$25,000.

Sporting clubs – up to \$10,000.

Primary producers – up to \$130,000 and transport subsidies up to \$15,000.

- Disaster Recovery Assistance - [Storm and flood assistance for businesses | Service NSW](#)  
If the recent floods have impacted your business, this tool can help you with information on clean up options, mental health support and more. You can also use the [Disaster Assistance Finder](#) – a simple online tool that gives you a personalised list of flood recovery services.
- Mediation support for commercial tenancies - [NSW small business storms and flood support | Small Business Commissioner](#)  
If you're a retail or other commercial premises tenant, property agent or owner and unsure who is responsible for repairs caused by storm damage, check the terms of your lease agreement to understand repair obligations.

## RURAL LANDHOLDERS GRANT

- Up to \$25,000 to help landholders with clean-up, damages or losses.
- Available to landholders who aren't eligible under existing support requirements.  
<https://www.raa.nsw.gov.au/disaster-assistance/storm-and-flood-programs/RLG-feb-2022>

## LEGAL SUPPORT

- Businesses can contact LawAccess NSW on 1300 888 529 to discuss legal support that may be available from Legal Aid NSW, Community Legal Centres and other free legal assistance services in your area.

Legal Aid NSW lawyers may be able to provide free legal advice to businesses affected by disasters on a range of issues including insurance, tenancy, credit and debt problems. Visit <https://www.clcnsw.org.au/legal-help-flood-affected-communities-nsw-2022> more information.

### **INSURANCE ASSISTANCE**

- Guide to making an insurance claim The NSW Small Business Commissioner's quick guide to making an insurance claim can help businesses through the claims process to get paid quickly and smoothly after a disaster or disruption.

Visit <https://www.smallbusiness.nsw.gov.au/get-help/advocacy/quick-guidemaking-insurance-claims>. Insurance Council of Australia The Insurance Council of Australia may be able to assist businesses who have queries relating to insurance.

Visit <https://www.insurancecouncil.com.au/> or call 1800 734 621.

### **PROPERTY ASSESSMENT AND DEMOLITION GRANTS (PAD) – Only available for March 2022 floods**

Free structural assessments and demolition for damaged primary production properties. Register for the Flood Property Assessment Program - [Register for the Flood Property Assessment Program | Service NSW](#)

### **CLEAN-UP ASSISTANCE**

Help for businesses in disaster declared LGAs to clear debris from inside and around their property, if it prevents safe restoration or access.

[Flood clean-up assistance and advice | NSW Government](#)

### **HELP FROM YOUR FINANCIAL INSTITUTION**

- Flood-affected residents of New South Wales may also be granted loan deferrals or reduced payment arrangements by their financial institution for some business loans depending on their circumstances. Contact your financial institution for further details.

### **HELP FROM YOUR TELECOMMUNICATIONS PROVIDER**

- Optus has announced a range of support for affected customers, including additional bonus data on eligible plans, free interim services for customer and business fixed internet customers affected by the floods.

Optus has set up a dedicated phone number for flood-affected customers: 1800 507 581  
More information: <https://optus.com.au/foryou/support/answer?id=20170>

- Telstra has announced a disaster relief package for its residential and small business customers who have lost services following the severe storms and major flooding across eastern parts of New South Wales.

The package includes mobile call diversion, a boost to data and free calls as well as reconnection support to those impacted in the Northern NSW flood affected areas.

Call 1800 888 888 for more information or visit <https://exchange.telstra.com.au/disaster-relief-for-our-flood-affected-customers-in-qld-and-northern-nsw/>

### **GENERAL BUSINESS SUPPORT**

The Business Concierge service offers ongoing, tailored help for NSW businesses impacted by storms and floods.

Business Connect provides professional advisors, all of whom have experience in running their own small business. They'll be able to help you with:

- Access to storms and floods support
- accessing finance including grants and loans
- connect to services and advice

You can book an appointment online at <https://mybusiness.service.nsw.gov.au/concierge> or call 13 77 88 Monday to Friday, 7am to 7pm

### **BUSINESS GUIDE TO RECOVERING FROM DISASTER**

- “Get back to business” by the NSW Small Business Commissioner is a step-by-step guide for business owners dealing with a disaster. The guide provides information to help businesses from the moment disaster hits, to the days, weeks and months ahead. Visit <https://www.smallbusiness.nsw.gov.au/resources/get-back-businessguide-recovering-disaster> to learn more or download a copy.

### **DISASTER RECOVERY [Disaster Recovery - \(nsw.gov.au\)](https://www.nsw.gov.au)**

- Over the past few years, the NSW Government has introduced a number of planning initiatives to support families, businesses and communities across the state to rebuild and recover following natural disasters.

Information on these initiatives and other general guidance material that may assist you in your emergency response work, including returning to your property, cleaning up and rebuilding your home are provided below.

### **MENTAL HEALTH SUPPORT**

There is 24/7 help available on the following numbers

- Lifeline 13 11 14
- Beyond Blue 1300 224 636
- NSW Mental Health Line – 1800 011 511

More information can be found here:

<https://www.smallbusiness.nsw.gov.au/get-help/mental-health/mental-health-small-business>

### **LOCAL RECOVERY SUPPORT SERVICES**

- Workplace Advice Line – 13 29 59  
Free to all businesses within NSW for the next 4 weeks who have been impacted by the current flood disaster  
Opening Hours - Monday – Friday 8.30am – 5.30pm
- Strengthening Business 13 28 46  
Strengthening Business is a service under the AusIndustry Entrepreneurs' Programme that connects you with experts to make your business stronger, more resilient and better prepared for the future  
Opening Hours – Monday – Friday, 8am – 8pm across Australia

### **DONATE TIME – GIVIT**

- [Donate Time | Volunteer Services & Skills | Secure, Free Donation Website | Donate To Those In Need | Give Now \(givit.org.au\)](https://www.givit.org.au)  
To help people affected by the severe storms and flooding across New South Wales, generous Australians are encouraged to donate money, items, skills and services online at [www.GIVIT.org.au](https://www.GIVIT.org.au)

GIVIT is working directly with Hawkesbury City Council, outreach teams, local charities and community groups to identify exactly what's needed. GIVIT then meets those needs through its online warehouse, or by purchasing requested items locally using donated funds.

### **NATIONAL DEBT HOTLINE**

- The National Debt Hotline offers free and confidential financial counselling and resources. Call 1800 007 007 or visit <https://ndh.org.au/>

### **AGRICULTURAL ADVICE – LOCAL LAND SERVICES**

- For livestock animal assessments, veterinary support and agricultural advice, contact the Agriculture and Animal Services Hotline — 1800 814 647.

The Agriculture and Animal Services Hotline is currently operating from 8 am to 6 pm. If you call outside of these times, please leave a message including your contact details and you will receive a return call.

<https://www.lls.nsw.gov.au/help-and-advice/emergency-and-biosecurity/floods>