



Hawkesbury City Council

A Guide to Bushfire Recovery **updated on 13 February 2020**

Issue	Responsible Organisation	Contact Details	Response
<p>This information will be updated regularly please see www.hawkesbury.nsw.gov.au for the most up to date version</p> <p>Contact Information form for bushfire affected properties</p> <p>Online form: https://www.hawkesbury.nsw.gov.au/link/cibap</p> <p>PDF link: https://www.hawkesbury.nsw.gov.au/_data/assets/pdf_file/0005/141881/Contact-Information-for-bushfire-affected-properties-January-2020.pdf</p>			
New Bushfire Customer Care Service	NSW Government	<p>Call the Bushfire Customer Care Service on 13 77 88 7am – 7pm every day</p>	<p>For people impacted by bushfire, the NSW Bushfire Customer Care Service will help you navigate the support and financial assistance that's available across all levels of government.</p> <p>Offering one-on-one support for people and businesses, available over the phone or in-person. Call 13 77 88 7am to 7pm every day Or register for assistance online here: https://disasterassistance.service.nsw.gov.au/</p> <p>Or visit www.service.nsw.gov.au for locations of Service NSW, and Mobile Service Centres.</p> <p>All recovery services can now be accessed via Service NSW. However, if you prefer to continue contacting an agency directly, you can still do so.</p>
NSW Bushfire Clean - up	NSW Government	<p>Call the Bushfire Customer Care Service on 13 77 88 7am – 7pm every day</p>	<p>The NSW Government is coordinating the clean-up of NSW residences and businesses impacted by the NSW bushfires. This includes both insured and uninsured properties.</p> <p>Public Works Advisory (PWA), in consultation with property owners, is leading the clean-up effort with insurers, local government and contractors, to ensure that properties are efficiently and safely cleared.</p> <p>The clean-up of bushfire-impacted properties may include:</p> <ul style="list-style-type: none"> • containment and removal of asbestos and other contaminated materials released as a result of bushfire • removal of all dangerous debris including destroyed material and hazard trees



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			<ul style="list-style-type: none"> • removal of concrete slab foundations. • <p>Testing will be carried out on all properties to ensure communities already impacted by fire are not exposed to contamination, and workers are not exposed to any hazardous materials. Work will begin once fire grounds are declared safe by the Rural Fire Service.</p> <p>Note: The cost of clearing properties will not be deducted from the funds available under insurance policies.</p> <p>Please Register on this link: https://www.service.nsw.gov.au/transaction/nsw-bushfire-clean-register-now?fbclid=IwAR1COVDK80IzhNHmlaNntHWXGNTC0wjRM7x8y28jX7lsErp8mRwn0CNHJQ</p>
Rebuilding and Repairing	Department of Planning	www.planning.nsw.gov.au/bushfirerecovery or Call the Bushfire Customer Care Service on 13 77 88 7am – 7pm every day	<p>Rebuilding your home</p> <p>Where should you start? We recommend you contact your local Council's planning and development service staff who will be able to help you step through the process as it applies to your individual circumstances. Council will be able to provide any records available and discuss the best approval options for the rebuild.</p> <p>Is approval required? Yes, all fully constructed dwellings (with occupation certificate) that require rebuilding will require approval. There are two approval pathways when rebuilding your home:</p> <ol style="list-style-type: none"> 1. You can lodge a Development Application to your local council. This is the usual process to go get the approvals you need. 2. Complying Development – many low impact developments like houses, sheds and garages can be built without the need to lodge a development application with the council. If your property has a lower level bush fire risk and can meet the requirements under the State Environmental Planning Policy (Exempt and Complying Development Codes) 2008 then you can choose this approval pathway. Please visit the Complying Development page on the Planning Portal or call Service NSW (13 77 88) for more information.



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Rebuilding and Repairing (Continued)	Hawkesbury City Council	Customer Service 4560 4444 or www.hawkesbury.nsw.gov.au/	<p>There may be other approvals required as part of these applications, i.e. Local Government Approvals to undertake plumbing work. Before undertaking any work, please contact your local council to determine what approvals are required to rebuild your home.</p> <p>Council is waiving the fee on pre-lodgement meetings for fire affected properties. Please complete the pre-lodgement application form here to arrange a meeting. https://www.hawkesbury.nsw.gov.au/_data/assets/pdf_file/0009/71469/Request-for-a-Pre-Lodgement-Advice-Meeting-2019-July.pdf</p>
Business Support	Service NSW		<p>Service NSW is working in collaboration with federal, state and local government to bring together all the support and services available to help small businesses get back on their feet.</p> <p>If you need assistance in any of the following areas please contact Service NSW on :https://www.service.nsw.gov.au/campaign/bushfire-customer-care-service/support-bushfire-impacted-businesses</p> <ul style="list-style-type: none"> • Small Business service and programs • Federal and State Government Recovery Package • Emergency Assistance • Financial advice • Liquor & Gaming NSW, Support for licences • Service NSW is working in collaboration with federal, state and local government to bring together all the support and services available to help small businesses get back on their feet.
Donations Supplies, Volunteering Donate Appeal	Various	Hawkesbury City Council 4560 4444	<p>If you would like to assist, the best way is by way of a financial donation. This allows people to buy the things they need.</p> <p>You can make donations to the following bodies</p> <ul style="list-style-type: none"> • Salvation Army – Emergency relief team – 1300 371 288 www.salvationarmy.org.au



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	Commonwealth Bank - CBA		<ul style="list-style-type: none"> • Red Cross Disaster Recovery and Relief – 1800 268 772 www.redcross.org.au • St Vincent de Paul Society Bushfire Appeal (NSW) https://donate.vinnies.org.au • NSW RFS Donation • The NSW RFS Donations fund is registered with the Australian Charities and Not for Profit Commission – anything over \$2.00 is tax deductible – You can make a donation to NSW RFS or an individual brigade through the secure online link here: https://www.rfs.nsw.gov.au/volunteer/support-your-local-brigade • WIRES – to help wildlife recover from the fires https://www.wires.org.au/donate/emergency-fund or through WIRES Facebook https://www.facebook.com/WIRES.wildlife.rescue • Hawkesbury Rural Fire Services VIA Hawkesbury City Council – Donations can be made at the counter or over the phone via credit card – All money received will be passed on to the Hawkesbury Rural Fire Service. • Note: At present this is not a tax deductible donation as the RFS are not a Charity. There may be an appeal launched in the future that may be a tax deductible donation. <p>Registering with an organisations such as BlazeAid (https://blazeaid.com.au/) which will provide you with an opportunity to donate materials or your own time to fencing reconstruction projects.</p> <p>To enable CBA customers to support the relief efforts, we have also opened donations through CANGive in the CommBank App, as well as accepting donations in all our branches for the Australian Red Cross Appeal.</p> <p>On top of CBA’s \$250,000 donation to the Australian Red Cross appeal, the Bank will dollar match all customer donations, with this money directed to the grants program.</p>



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Volunteer Payment Commonwealth NSW State Government	Commonwealth and NSW State Government	<p>Call the Bushfire Customer Care Service on 13 77 88 7am – 7pm every day</p>	<p>NSW RFS Volunteers Self employed or small to medium sized business and have been called out MORE than 10 days Tax Free not means tested \$300 per day up to \$6000 https://www.service.nsw.gov.au/transaction/register-interest-volunteer-firefighters-financial-support-program</p>
Commonwealth Government, Federal Government grant package, Financial Assistance Payment, Disaster Recovery Payment	Commonwealth Government	<p>Call on 180 22 66 (8am – 5pm Mon-Fri) Or</p> <p>Call the Bushfire Customer Care Service on 13 77 88 7am – 7pm every day</p> <p>https://www.humanservices.gov.au/individuals/services/centrelink/nsw-bushfires-september-2019-australian-government-disaster-recovery-payment</p>	<p>The Disaster Recovery Payment has been established by the Australian Government which is a one-off payment to help you if a declared disaster significantly affects you. It's not for minor damage or inconvenience.</p> <p>There are a number of requirements for illegibility to receive the payment which include:</p> <ul style="list-style-type: none"> • you have been seriously injured • you're the immediate family member of an Australian citizen or resident who died • your principle place of residence has been destroyed or must be demolished • the interior of your principal place of residence has sustained major damage • damage from the fire has exposed the interior of your principal place of residence to the elements • your principle place of residence has been declared structurally unsound • the interior of your residence has been affected by sewerage contamination • you're the principal carer of a dependent child who has experienced any of the above. <p>If you're eligible you will get:</p> <ul style="list-style-type: none"> • \$1,000 per adult • \$400 for each child under 16 years of age. <p><u>Who can claim</u></p> <p>How much money you can expect to claim How to claim – Call on 180 22 66 (8am – 5pm Mon-Fri) Visit a Service NSW Centre Complete a Claim Form. https://www.humanservices.gov.au/individuals/services/centrelink/nsw-bushfires-september-2019-australian-government-disaster-recovery-payment</p>



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Federal Government Financial Assistance	Disaster Recovery Allowance	<p>Call on 180 2266 (8am – 5pm Mon-Fri)</p> <p>Or</p> <p>Call the Bushfire Customer Care Service on 13 77 88 7am – 7pm every day</p> <p>https://www.humanservices.gov.au/individuals/services/centrelink/nsw-bushfires-september-2019-disaster-recovery-allowance</p>	<p>Disaster Recovery Allowance is a short term payment to help you if a declared disaster directly affects your income. You can get it for a maximum of 13 weeks. It's payable from the date you lose income as a direct result of the NSW Bushfires in August, September, October, November and December 2019.</p> <p>Disaster Recovery Allowance is a taxable payment. You can ask us to withhold voluntary tax deductions from your payments. If you get Disaster Recovery Allowance you might be able to access Beneficiary Tax Offset. This reduces the amount of tax you may have to pay. You'll need to contact the Australian Taxation Office to find out more about this.</p> <p>Who can get it To get Disaster Recovery Allowance you must:</p> <ul style="list-style-type: none"> • be 16 years or older at the time of the fire and not a dependent child • be an Australian resident or hold an eligible visa • get an income by working in an affected Local Government Area or live in an affected Local Government Area • lose income as a direct result of the NSW Bushfires in August, September, October, November and December 2019 • show you will earn less than the relevant income threshold amount in the fortnight following the loss of income. <p>You must not get the following payments for the same period you're claiming this payment:</p> <ul style="list-style-type: none"> • <u>an income support payment</u> or pension • <u>Parental Leave Pay</u> • <u>Dad and Partner Pay</u> • <u>ABSTUDY living allowance</u> <u>Farm Household Allowance</u> or a <u>Service Pension</u> from the Department of Veterans' Affairs <p>If you're a member of a couple, you can both receive this payment. You and your partner will need to complete separate claim forms.</p> <p>Independent child</p> <p>If you're between 16 and 21 years of age, you may be able to get Disaster Recovery Allowance if you're considered independent. We'll look at:</p>



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(continued)			<ul style="list-style-type: none"> • Be a low income earner and meet an income assets test • Demonstrate that the affected home is your principal place of residence • Not be covered by insurance • Demonstrate that the damage was caused by the disaster <p>Lodge the application with four months of the disaster occurring</p>
Disaster Recovery Funding	Commonwealth Government	www.business.gov.au or call 13 28 46	<p>To build on the disaster recovery grants put in place by state governments, the Federal Government will provide top-up grants to eligible small businesses and non-profit organisations under the Disaster Recovery Funding Arrangements.</p> <p>This program is uncapped and means that businesses and organisations that have sustained damage as a result of the fires can access up to \$50,000 in grant funding (tax free).</p> <p>Dedicated, single contact point The Government will deliver \$3.5 million to establish the Small Business Bushfire Financial Support Line as well as to fund 10 additional financial counsellors with the ability to provide advice to around 100 small businesses a day.</p> <p>We want to ensure small businesses have access to the information that they need, when they need it. The Support Line will be staffed by small business specialist financial counsellors who will be able to provide information on the assistance and support available to small businesses in bushfire affected regions.</p> <p>The Support Line, which will be staffed by trained financial counsellors, will provide information on the assistance and support available to small businesses in bushfire affected regions.</p> <p>While the specialist Support Line is being established, businesses can visit www.business.gov.au or call 13 28 46.</p> <p>The Commonwealth will also provide support as required to Recovery Centres</p>



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Funding (Continued)			<p>that are being established by the states in fire-impacted regions. These Centres will be a one-stop-shop for small business owners and operators to ensure they have access to immediate expert support.</p> <p>Tax relief The Commissioner of Taxation has agreed to provide a range of assistance measures to businesses in identified bushfire-impacted postcodes to help to alleviate cash flow pressures and assist these businesses with their recovery efforts.</p> <p>In particular, taxpayers in impacted postcodes will now have until 28 May 2020 to lodge and pay business activity statements and income tax returns. Impacted businesses that pay their Pay-As-You-Go Instalments quarterly are also allowed to vary these instalments to zero for the December 2019 quarter and claim a refund for any instalments made in the September 2019 quarter.</p> <p>These measures will assist small businesses with much-needed cashflow support during this difficult time.</p>
NSW State Government	Disaster Recovery Grant		<p>Disaster recovery Grants of up to \$15,000 are available to primary producers, small business and not-for-profit organisations affected by the NSW Bushfires – You can apply online</p> <p>https://www.raa.nsw.gov.au/disaster-assistance/disaster-recovery-grants/bushfires</p> <p>Information is available of Office of Emergency management website:</p> <p>https://www.emergency.nsw.gov.au/Pages/for-the-community/disaster-assistance/disaster-assistance.aspx</p>
Bushfire Recovery Grant	Commonwealth Bank - CBA		<p><u>Bush Fire Recovery Grants</u></p> <p>Last week, Commonwealth Bank announced that it was donating \$1 million towards bushfire disaster relief efforts, including \$750,000 worth of Bushfire Recovery Grants to help support local communities and replace facilities lost in the fires, as well as a \$250,000 donation to the Australian Red Cross. We are pleased that the Bank has now announced</p>



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Accommodation (Continued)			<p>visit: Bushfire Housing Assistance Service</p> <p>Emergency accommodation is available to people affected as a direct result of the recent fires.</p> <p>Short-term housing support for up to three months is available to all people in urgent need of housing because of a natural disaster. This covers people who would not normally be eligible for social housing. Housing Contact Centre 1800 422 322 (24 hours/7 days)</p>
Lost fencing	If your land is insured	Contact your Insurance Company, confirm you are covered and discuss next steps.	<p>Your Insurance Company will confirm with you what the steps are to deal with your situation.</p> <p>Insurance Council of Australia – can be contacted with any questions, complaints or concerns about insurance on 1800 734 621.</p>
	If your land is under insured or not insured	Contact NSW Public Works Advisory 1800 885 539	NSW Public Works will confirm with you what the steps are to deal with your situation.
	If your land is not insured	BlazeAid https://blazeaid.com.au/	Register with BlazeAid.
Clearing around boundary fencing			Still awaiting advice
Boundary fencing that is shared with Crown Land/National Parks	NSW Department of Planning, Industry and Environment – Crown Land NSW National Parks and Wildlife Services	1300 886 235 – Crown Land 1300 361 967 – Department of Planning, Industry and Environment	<p>Press Option 5, then option 4 and you MUST have your Lot & DP number for the property. They will be looked at on a case by case basis.</p> <p>NSW National Parks and Wildlife Service (NPWS) offers assistance under certain conditions to repair or replace fences bordering national parks in accordance with NPWS boundary fencing policy.</p> <p>This is of particular relevance to landholders who immediately border national parks and nature reserves affected by the recent fires. NPWS is offering to purchase and supply an agreed quantity of fencing materials to reconstruct boundary fences.</p>
Boundary fencing			Please note that this offer applies to the replacement or repair of pre-existing



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<p>that is shared with Crown Land/National Parks (Continued)</p>	<p>Community Justice Neighbouring properties</p> <p>Legal Aid Regarding Fencing Disputes –</p>	<p>1800 801 529 - Legal Aid</p> <p>Hawkesbury Nepean Community Legal Aid – 4725 4629</p>	<p>boundary fences only. For assistance with any new boundary fence bordering the park, which did not exist prior to the recent fires, a standard fencing agreement is required.</p> <p>To take up this offer please contact the environment line on 1300 361 967 or email info@environment.nsw.gov.au with your details and we will put you in touch with your local NPWS office.</p> <p>You can also complete the fencing assistance form (DOC 63KB) and return it via email or post to your local NSW National Parks and Wildlife Service office.</p> <p>Once your information has been received, a NPWS officer will arrange to meet you to discuss the details of the fencing materials and assistance to be provided in the fencing assistance form. The terms that will apply to NPWS' assistance are also set out in the fencing assistance form.</p> <p>If the details of assistance and the terms of the NPWS offer are acceptable, an agreement will be formed when both you and NPWS sign the fencing assistance form. NPWS will then proceed to provide fencing assistance as per the agreed terms.</p> <p>Community Justice 1800 990 777.</p> <p>Visit legalaid.nsw.gov.au or call 1800 801 529 Legal Aid NSW lawyers can provide free legal advice and assistance to people affected by disasters on a range of issues including:</p> <ul style="list-style-type: none"> • Insurance policies • Tenancy or employment • Credit and debt issues.
<p>Anxiety, depression, angry, uncertain about the future Anxiety,</p>		<p>It's completely normal to experience a range of emotions after a fire, including anxiety, forgetfulness, sleep disturbance and more. Having someone to listen to and</p>	<p>If you or someone you know is in immediate danger call 000.</p> <p>The following are free services available 24 hours a day, seven days a week:</p> <ul style="list-style-type: none"> • Mental Health Line – 1800 011 511 • Lifeline - 13 11 14



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depression, angry, uncertain about the future (Continued)		<p>support you through this is very important.</p> <p>Check in on your friends and neighbours, and if you or someone you know needs help, reach out.</p>	<ul style="list-style-type: none"> • Mensline - 1300 789 978 • Kids Helpline - 1800 55 1800 • Beyondblue - 1300 22 4636 <p>NewAccess is a free (6 week) mental health coaching program for anyone who is feeling stressed, anxious or overwhelmed.</p> <p>Services provided by phone or Skype - 6333 2838 Provided by Marathon Health. Funded by Nepean Blue Mountains Primary Health Network</p> <p>For all Mental Health Services in Hawkesbury, Lithgow, Blue Mountains and Penrith visit www.mentalhealthhelp.com.au</p> <p>The following free services are also available to people impacted by fires and drought.</p> <p>Wentworth Healthcare 4708 8100</p> <p>Farm Gate Counsellors – farmers and business owners in bushfire affected areas can access Farm Gate counsellors and peer support workers</p>
Transport for treatment			<p>Cancer Council NSW - Whether you or someone you know are affected by cancer and need emergency financial assistance, help travelling to cancer treatment, or somewhere to stay during your cancer treatment, we're here.</p> <p>We are also here to provide emotional support and to answer any questions you might have about cancer.</p> <p>Please call our 13 11 20 Information and Support line or access our Online Community so we can help.</p> <p>Our 13 11 20 Information and Support line is open Monday-Friday from 9am-5pm, and calls are free and confidential.</p>
Silage bales for	Hawkesbury City	HCC Customer Service	Allocations of silage bales will be made to:



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non-primary producers	Council	4560 4444	<ul style="list-style-type: none"> • Primary Producers • Residents affected by fire <p>Subject to the provision of documents that confirm you are a resident that is either a Primary Producer or has been affected by the fire, you will be eligible for Silage at a price of \$48 per bale.</p> <p>The first allocation will be in mid-February 2020</p> <p>If they would like to register for in the Expression of Interest please add their details by contacting Customer Service on 4560 4444.</p>
Native wildlife care	WIRES	13000WIRES – 1300 094 737	<p>Call WIRES or complete a Report a Rescue online at: https://www.wires.org.au/rescue/report-a-rescue</p>
Animal Welfare	Local Land Services	Animal & Agriculture Hotline: 1800 814 647	Landholders are encouraged to call the Agriculture and Animal Hotline to request assistance or report any stock losses.
Emergency animal fodder	Local Land Services Hawkesbury City Council	Animal & Agriculture Hotline: 1800 814 647 Customer Service 4560 4444	<p>Local Land Services is assisting with emergency fodder, stock water and assessment of animals impacted by the fire.</p> <p>See Silage bales – register with Customer Service on 4560 4444</p>
Asbestos	Safework NSW EPA		<p>If you are insured – the insurance company is probably best placed to carry out the asbestos demolition/removal.</p> <p>Asbestos dust and fibres have the potential to present a health risk during and after a fire if not properly managed.</p> <p>Fire damaged asbestos clean-up and removal requires an A Class licensed asbestos removalist.</p> <p>Asbestos waste, including fibro, should be disposed of as soon as possible to an approved waste facility.</p> <p>The materials should be kept damp until they can be double wrapped in heavy duty (0.2mm) plastic, sealed with tape and labelled as asbestos waste.</p> <p>For information about the safe handling and removal of asbestos, visit</p>



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			<p>www.safework.nsw.gov.au</p> <p>For information about transport and disposal of hazardous materials, visit www.epa.nsw.gov.au</p>
Clean-up health and safety		<i>Clean up considerations</i>	<ul style="list-style-type: none"> • Do not enter your property until you are advised that it is safe to do so by emergency services, utilities companies or your local council. • Electrical hazards could exist such as live power lines that may be down or active solar panels. • Buildings and other structures may be unstable to enter or walk over. • Sewerage and septic systems may be disrupted causing health risks. • Be aware that hot, smouldering coals and other potentially hazardous materials may be hidden under the rubble. • Building rubble should not be buried as it may contain hazardous materials. • Waste generated as a result of the bushfires needs to go to lawful facilities to ensure soil, water and human health is protected. • Don't spread ash around your property, particularly if asbestos materials were used in your home or other structures, or CCA-treated timber was burnt. • Moisten the ash with water to minimise dust and keep damp but do not use high pressure water sprays. • Asbestos dust and fibres have the potential to present a health risk during and after a fire if not properly managed. • Asbestos clean-up and removal must be done by an A Class licensed asbestos removalist contractor.
Waste Removal	Hawkesbury City	HCC Customer Service	Disposal of fire damaged waste at the Hawkesbury City Waste Management



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for large items	Council		<p>Facility with the following conditions:</p> <ul style="list-style-type: none"> Residents are required to contact the Hawkesbury City Waste Management Facility on 45604689 (not the general number) to discuss the contents and volume of waste they are seeking to dispose of. Council is not licenced to accept asbestos. Details of facilities which accept asbestos are listed below. <p>https://www.epa.nsw.gov.au/your-environment/household-building-and-renovation/dealing-with-household-asbestos/facilities-accept-household-asbestos</p>
Fire Retardant information		Disaster Welfare Assistance Line: 1800 018 444 (8.30am to 4.30pm business hours)	<p>Coloured foam dropped from the air to suppress fires may have landed on some properties.</p> <p>This retardant will need to be flushed from roofs and water sources.</p> <p>To stop retardant or ash getting into water tanks, disconnect your downpipe/s from water tank/s, so that the first flush (either rain or washing) does not wash anything from the roof into tanks.</p>
Communication Channels	State and Local Government	<p>Service NSW</p> <p>Office of Emergency Management</p> <p>Hawkesbury City Council</p>	<p>Call the Bushfire Customer Care Service on 13 77 88 7am – 7pm every day</p> <p>Office of Emergency Management Website https://www.service.nsw.gov.au/nswgovdirectory/office-emergency-management</p> <p>Office of Emergency Management Facebook : www.facebook.com/@NSWDisasterRecovery</p> <p>https://www.emergency.nsw.gov.au/Pages/for-the-community/disaster-assistance/disaster-assistance.aspx</p> <p>Hawkesbury City Council Facebook: www.facebook.com/hawkesburycitycouncil</p> <p>Hawkesbury City Council Web Page: https://www.hawkesbury.nsw.gov.au</p>
Informing about	Hawkesbury City	Facebook	Hawkesbury City Council Facebook: www.facebook.com/hawkesburycitycouncil



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community meeting	Council	Website Mailing list	Hawkesbury City Council Web Page: https://www.hawkesbury.nsw.gov.au Contact Customer Service on 4560 4444 and add your name to contact list.
Fire Status	NSW Rural Fire Service	Fires Near Me	https://www.rfs.nsw.gov.au/fire-information/fires-near-me
Road Status	Transport NSW	Live Traffic NSW	https://www.livetraffic.com
Loss of property, machinery/ equipment	Contact your Insurance Company, confirm you are covered and discuss next steps.	If your property is insured	Your Insurance Company will confirm with you what the steps are to deal with your situation. Insurance Council of Australia – can be contacted with any questions, complaints or concerns about insurance on 1800 734 621 .
		If your property is not insured	Public Works Advisory 1800 885 539 Call the Bushfire Customer Care Service on 13 77 88 7am – 7pm every day
Loss of phone lines (Telstra mobile towers)	Telstra	Telstra: 132 203	If your phone line has not yet been reconnected please contact Susan Templemans' office on 4573 8222 . They are compiling a list of people/phones that are still not connected. Telstra support Telstra customers who have suffered severe damage or loss of their premises can access: <ul style="list-style-type: none">• Free call diversion from the customer's Telstra fixed phone service for a maximum period of 6 months from the date of the fire.• A one off credit to the value of \$500 including GST to the customer's Telstra fixed phone account to help cover the costs of the following, if required:<ul style="list-style-type: none">o Connection of a Telstra fixed phone service at one temporary residenceo Re-connection of a Telstra fixed phone service at the customer's original permanent premises. Call Telstra: 132 203
Land Line Lower	Telstra		Still awaiting advice.



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Portland exchange - Battery backup for phones not lasting long enough			
Electricity	Endeavour Energy		Telephone 133 718 (Mon – Fri – 8am to 6pm). Web Page www.endeavourenergy.com.au
Road damage	State Government Road	Contact Hawkesbury City Council, they can confirm who owns the road, State or Local Government	Phone – Log Request through RMS.
	Local Government – Hawkesbury City Council Road	Contact Hawkesbury City Council, they can confirm who owns the road, State or Local Government Customer Service 4560 4444	Phone or Log Request online here:. https://www.hawkesbury.nsw.gov.au/media/forms/report-and-request-forms/roads-reporting-form
Trees down (removal) on main roads	Transport NSW	RMS Road Contacts – 13 22 13	Log request through RMS on here: https://www.rms.nsw.gov.au/contact-us/feedback-form.html
Trees down (removal) on local road	Hawkesbury City Council	Customer Service 4560 4444	Log request.
Trees down on fire trails	RFS or NPWS	RFS 4560 6400	
Trees down on Crown Roads	NSW Department of Planning, Industry and Environment – Crown Land	1300 886 235 – Crown Land	Call and select Option 5, then option 4 – you MUST have the Lot & DP of your property when you call.



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Assistance with removal of fallen trees on property	If your land is insured	Contact your Insurance Company, confirm you are covered and discuss next steps and Call the Bushfire Customer Care Service on 13 77 88 7am – 7pm every day	Your Insurance Company will confirm with you what the steps are to deal with your situation
	If your land is under insured or not insured	Call the Bushfire Customer Care Service on 13 77 88 7am – 7pm every day or Contact NSW Public Works Advisory 1800 885 539	Service NSW will confirm with you what the steps are to deal with your situation and depending on the proximity of the trees to your house/outbuilding.
Assistance with dead/dangerous trees on private property	Hawkesbury City Council	Customer Service 4560 4444	Hawkesbury City Council is providing free tree assessments on trees affected by the recent bushfires. Please complete this form and we will be in contact to arrange an inspection. https://www.hawkesbury.nsw.gov.au/media/forms/contact-information-for-bushfire-affected-properties-form
Marked Trees not removed	Various	NSW Transport 8202 2200 RFS 4560 6400 NPWS 1300 072 757	Trees are marked by RFS - Still awaiting advice.
Financial Hardship Mortgage stress	Various	Banks can freeze mortgages in times of hardship	https://www.ausbanking.org.au/policy/customers/financial-hardship/
	CBA	1300 720 814	Full details can be found here: https://www.commbank.com.au/.../emergency-assistance-package... We understand that each customer will have different needs and we encourage affected customers and volunteer firefighters to discuss their individual circumstances with us by: <ul style="list-style-type: none"> - calling 1300 720 814 or - visiting any branch. For business customers, they should call 13 26 07 or their dedicated CommBank relationship manager.



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Issue	Responsible Organisation	Contact Details	Response
	Westpac	Bushfire Recovery Support Package 1800 067 497	Westpac customers who wish to utilise these special relief measures or need assistance should contact Westpac Assist on phone <u>1800 067 497</u> , or alternatively call their local Westpac Branch. https://www.westpac.com.au/about-westpac/sustainability/initiatives-for-you/customers-disaster-relief/
Taxation advice	UNSW Tax Clinic		UNSW Tax Clinic is ready to help people affected by the bushfires. If you or anyone you know needs tax advice and support in New South Wales as a result of the current bushfire crisis, please get in touch. UNSW Tax Clinic provides free, independent and confidential tax advice and support with locations across Sydney, they also offer phone appointments depending on your circumstances and location. To find out more visit business.unsw.edu.au/TAXCLINIC
Driveway damage from RFS trucks		RFS	Email to RFS with evidence of damage? Crown Roads?
Water tank requiring refilling		Call the Bushfire Customer Care Service on 13 77 88 7am – 7pm every day	If your potable water has been used by a fire fighting agency to fight the fire, you may be eligible to have it replaced. This assistance is for residential properties in rural areas. Once we receive the completed application, the process will involve checking with RFS headquarters – once verified; water delivery is contracted through Public Works.
Dams loss of water – How do they get this replaced?			Local Land Services – Call 1800 814 647 Register via phone number - they will do an assessment in conjunction with RFS about replenishing water to dams.
Increased hazard reduction		Rural Fire Services National Parks and Wildlife Services	An issue to be addressed in the future.
Counselling at schools for students	Office of Emergency Management		Individual Schools affected are providing assistance to their students.



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Issue	Responsible Organisation	Contact Details	Response
Replacing Personal Documents	Service NSW	For assistance please visit your nearest Service NSW centre, Call the Bushfire Customer Care Service on 13 77 88 7am – 7pm every day	Service NSW can help replace many of your personal documents free of charge if they were damaged or destroyed. This includes birth certificates, marriage certificates, licences and number plates.
Motor Vehicle Stamp Duty Relief	Office of State Revenue	1300 139 814	Financial assistance for eligible motorists whose cars have been written off as a result of bushfires
Deposited Plans Property searches	NSW Land Registry Services	Call NSW LRS on 1300 396 076 or (02) 8776 3575.	NSW Land Registry Services (NSW LRS) is helping landholders affected by the recent NSW bushfires by providing title searches and plan images of their property free of charge. Property searches and plans can assist landholders with insurance claims and development applications to council, as well as provide peace of mind regarding land ownership following natural disasters. Call NSW LRS on 1300 396 076 or (02) 8776 3575. NSW LRS support for landholders affected by NSW bushfires