




# Hawkesbury City Council

## A Guide to Bushfire Recovery **updated May 2020**

Issue	Responsible Organisation	Contact Details	Response
<p>This information will be updated regularly please see <a href="http://www.hawkesbury.nsw.gov.au">www.hawkesbury.nsw.gov.au</a> for the most up to date version</p> <p>Contact Information form for bushfire affected properties</p> <p>Online form: <a href="https://www.hawkesbury.nsw.gov.au/link/cibap">https://www.hawkesbury.nsw.gov.au/link/cibap</a></p> <p>PDF link: <a href="https://www.hawkesbury.nsw.gov.au/_data/assets/pdf_file/0005/141881/Contact-Information-for-bushfire-affected-properties-January-2020.pdf">https://www.hawkesbury.nsw.gov.au/_data/assets/pdf_file/0005/141881/Contact-Information-for-bushfire-affected-properties-January-2020.pdf</a></p>			
<b>New Bushfire Customer Care Service</b>	NSW Government	<b>Call the Bushfire Customer Care Service on 13 77 88</b> 7am – 7pm every day	<p>For people impacted by bushfire, the <b>NSW Bushfire Customer Care Service</b> 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. <b>Call 13 77 88</b> <b>7am to 7pm every day</b> <b>Or register for assistance online here:</b> <a href="https://disasterassistance.service.nsw.gov.au/">https://disasterassistance.service.nsw.gov.au/</a></p> <p>Or visit <a href="http://www.service.nsw.gov.au">www.service.nsw.gov.au</a> 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>
<b>Red Cross</b>		<a href="http://www.redcross.org.au/grants">www.redcross.org.au/grants</a> 1800 RED CROSS (1800 733 276)	<p>Red Cross are providing Financial Assistance in various grants Please see the Information sheet in relation to eligibility here:</p> <p> INFOSHEET - Financial Assistance -</p>



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Anxiety, depression, angry, uncertain about the future		<p><b>Step by Step</b> To access the Step by Step Recovery Support Service call 0417 298 832</p> <p>Email stepbystep@gatewayfamilyservices.org.au</p> <p>Facebook <a href="https://www.facebook.com/Step-by-Step-Recovery-Support-Service-110797763847269/">https://www.facebook.com/Step-by-Step-Recovery-Support-Service-110797763847269/</a>(External link).</p>	<p><b>If you or someone you know is in immediate danger call 000.</b></p> <p><b>Step by Step</b> is assisting with a team of Bushfire Recovery Support Workers</p> <p>Support Workers are trained local human services workers with skills in support work, case work or broader welfare work. They are led by a Coordinator, with support, training, quality assurance, specialist advice, supervision and orientation to bushfire-specific issues provided.</p> <p>An individual or household needing support is assigned a Support Worker with the skills and expertise to appraise their needs. They will meet in venues familiar to the user, such as their home, workplace or a familiar community space.</p> <p>A Support Worker can:</p> <ul style="list-style-type: none"> <li>Provide relevant information about the range of assistance and services available</li> <li>Help service users work out what needs to be done and develop an action plan</li> <li>Connect service users with the services required and assist in coordinating these</li> <li>Assist with referral and application processes for services needed</li> <li>Facilitate meetings between service users and relevant agencies</li> <li>Assist with practicalities, such as dealing with insurance companies or replacing key documents.</li> </ul> <p>The following are free services available 24 hours a day, seven days a week:</p> <ul style="list-style-type: none"> <li>• Mental Health Line – 1800 011 511</li> <li>• Lifeline - 13 11 14</li> <li>• Mensline - 1300 789 978</li> <li>• Kids Helpline - 1800 55 1800</li> <li>• Beyondblue - 1300 22 4636</li> </ul> <p>NewAccess is a free (6 week) mental health coaching program for anyone who is feeling stressed, anxious or overwhelmed. Services provided by phone or Skype - 6333 2838 Provided by Marathon Health. Funded by Nepean Blue Mountains Primary</p>



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Anxiety, depression, angry, uncertain about the future (Continued)			<p>Health Network For all Mental Health Services in Hawkesbury, Lithgow, Blue Mountains and Penrith visit <a href="http://www.mentalhealthhelp.com.au">www.mentalhealthhelp.com.au</a></p> <p>The following free services are also available to people impacted by fires and drought.</p> <p><b>Wentworth Healthcare 4708 8100</b></p> <p>Farm Gate Counsellors – farmers and business owners in bushfire affected areas can access Farm Gate counsellors and peer support workers</p>
Rebuilding and Repairing          Rebuilding and Repairing	Department of Planning     Hawkesbury City Council	<a href="http://www.planning.nsw.gov.au/bushfirerecovery">www.planning.nsw.gov.au/bushfirerecovery</a>  or  Customer Service 4560 4444 or <a href="http://www.hawkesbury.nsw.gov.au/">www.hawkesbury.nsw.gov.au/</a>	<p><b>Rebuilding your home</b></p> <p><b>Where should you start?</b> 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><b>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.</b></p> <p><a href="https://www.hawkesbury.nsw.gov.au/_data/assets/pdf_file/0009/71469/Request-for-a-Pre-Lodgement-Advice-Meeting-2019-July.pdf">https://www.hawkesbury.nsw.gov.au/_data/assets/pdf_file/0009/71469/Request-for-a-Pre-Lodgement-Advice-Meeting-2019-July.pdf</a></p> <p><b>Is approval required?</b> 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"><li>1. You can lodge a Development Application to your local council. This is the usual process to go get the approvals you need.</li><li>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</li></ol>



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(Continued)			<p>page on the Planning Portal or call Service NSW (13 77 88) for more information.</p> <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><b>Planning Reform Fund and BASIX Certificate fees</b></p> <p>Planning Reform Fund and BASIX Certificate fees will be waived on all development applications related to homes damaged or destroyed in the recent bushfires.</p> <p>Fire-affected property owners can also arrange for a BASIX Certificate to be issued free of charge.</p> <p><b>Long service levy exemption – building and construction</b></p> <p>If you're replacing or repairing buildings destroyed or damaged as a result of the 2019/20 NSW bushfires, you can apply for an exemption from the Long Service levy.</p> <p>The exemption applies to the first \$1,000,000 (inc GST) spent on repairing or rebuilding a damaged property or building.</p> <p>For expenditure of \$1,000,000 and above, you'll be required to pay a partial levy.</p> <p>Applications must be lodged by 2 March 2023.</p> <p>For more information visit <a href="#">Long Service Corporation</a>.</p> <p><b>NSW Government stamp duty relief</b></p> <p>If you lost your home in the bushfires and you're intending to buy in another location rather than rebuild, the NSW Government is offering up to \$55,000 towards the stamp duty on the replacement property.</p> <p>The stamp duty relief is aimed at providing people with an option to get back on their feet and into their own home faster.</p> <p>For more information visit <a href="#">NSW bushfire transfer duty relief scheme</a>.</p>



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			<p><b>Note:</b> \$55,000 would be the approximate stamp duty payable on a property priced at around \$1.25 million. Any amount above the \$55,000 would be payable by the purchaser.</p>
Donations Supplies, Volunteering Donate	Various	GIVIT <a href="http://www.givit.org.au/">http://www.givit.org.au/</a>  or  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>100% of donations through GIVIT are used to purchase essential items. You can also donate services eg. Trades can donate a day of labour to a person in need. Suppliers can donate a monetary value for materials to assist in the Recovery also.</p> <p>GIVIT Listed Ltd connects those who have with those who need, in a safe and private way. Through the GIVIT website, trusted Australian charities are able to request exactly what is needed by their clients. These requests are listed <a href="#">here</a>, where everyday Australians can donate in response. Alternatively, donors can <a href="#">pledge items</a> for donation into our virtual warehouse, a private online portal where registered charities can see and reserve what's available.</p> <p>When a need is matched to a donation, the GIVIT portal sends an email to exchange contact details between the donor and the charity. Then, the charity and donor agree between themselves on a delivery option. Once the charity receives the item, it is privately passed onto the recipient. The donor and recipient never meet as, above all, GIVIT Listed Ltd aims to preserve the dignity and privacy of people accessing support.</p> <p>Please note: our website requires the use of an up-to-date internet browser. The recommended browser is Google Chrome.</p> <div data-bbox="1173 927 2074 1422" data-label="Diagram"> <p>The diagram illustrates the GIVIT matching process. On the left, under the heading 'Donors', there are two circular icons: one with a map of Australia and one with a heart and a document. Arrows from these icons point towards a central circle labeled 'Matching via database'. On the right, under the heading 'Charities', there are two circular icons: one with a cube and one with three stars. Arrows from these icons also point towards the central circle. Below the 'Donors' section, text reads: 'Donors can see and donate what's needed in their local community and nationally' and 'Donors can list items they wish to give, specifying delivery options'. Below the 'Charities' section, text reads: 'Community Service Providers can request items, specifying delivery options' and 'Community Service Providers can reserve items needed for their clients or service'.</p> </div>



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Volunteer Payment Commonwealth NSW State Government	Commonwealth and NSW State Government	<b>Call the Bushfire Customer Care Service on 13 77 88 7am – 7pm every day</b>	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 <a href="https://www.service.nsw.gov.au/transaction/register-interest-volunteer-firefighters-financial-support-program">https://www.service.nsw.gov.au/transaction/register-interest-volunteer-firefighters-financial-support-program</a>
Emergency Temporary Accommodation		Disaster Welfare Assistance Line (DWAL) on <b>1800 018 444</b>  Housing Contact Centre <b>1800 422 322</b> (24 hours/7days)  Wentworth Housing (Windsor Office) Mon-Tue Thurs-Fri <b>4777 8000</b>	The NSW Government Bushfire Housing Assistance Service is available for residents who are temporarily or permanently displaced as a result of the NSW bushfires. The Bushfire Housing Assistance service can help with: <ul style="list-style-type: none"> <li>• emergency temporary accommodation</li> <li>• private rental bonds and advance rent costs</li> <li>• sourcing accommodation options from the private rental and short term housing sector.</li> <li>• People impacted by the fires can access the service by: <ul style="list-style-type: none"> <li>• calling the Disaster Welfare Assistance Line (DWAL) on 1800 018 444;</li> <li>or</li> <li>• contacting or visiting a local Department of Communities and Justice Housing office.</li> </ul> </li> </ul> For more information about the Bushfire Housing Assistance Service, visit: <a href="#">Bushfire Housing Assistance Service</a>  Emergency accommodation is available to people affected as a direct result of the recent fires.
Lost fencing	If your land is insured	Contact your Insurance Company, confirm you are covered and discuss next steps.	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 <b>1800 734 621</b> .
	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.



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	If your land is not insured	BlazeAid <a href="https://blazeaid.com.au/">https://blazeaid.com.au/</a>	Register with BlazeAid.
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 &amp; 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.</p> <p>NPWS is offering to purchase and supply an agreed quantity of fencing materials to reconstruct boundary fences.</p> <p>Please note that this offer applies to the replacement or repair of pre-existing 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 <a href="tel:1300361967">1300 361 967</a> or email <a href="mailto:info@environment.nsw.gov.au">info@environment.nsw.gov.au</a> with your details and we will put you in touch with your local NPWS office.</p> <p>You can also complete the <a href="#">fencing assistance form (DOC 63KB)</a> and return it via email or post to your local <a href="#">NSW National Parks and Wildlife Service office</a>.</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>



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Boundary fencing that is shared with Crown Land/National Parks (Continued)	Community Justice Neighbouring properties  Legal Aid Regarding Fencing Disputes –	1800 801 529 - Legal Aid  Hawkesbury Nepean Community Legal Aid – 4725 4629	Community Justice 1800 990 777.  <a href="http://www.disasterhelp.legalaid.nsw.gov.au">www.disasterhelp.legalaid.nsw.gov.au</a> 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: <ul style="list-style-type: none"> <li>• Insurance policies</li> <li>• Tenancy or employment</li> <li>• Credit and debt issues.</li> </ul>
Transport for treatment			<b>Cancer Council NSW</b> - 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, <b>we're here</b> .  We are also here to provide emotional support and to answer any questions you might have about cancer.  Please call our <b>13 11 20 Information and Support line</b> or access our Online Community so we can help. Our <b>13 11 20</b> Information and Support line is open Monday-Friday from 9am-5pm, and calls are free and confidential.
Silage bales for non-primary producers	Hawkesbury City Council	HCC Customer Service 4560 4444	Allocations of silage bales will be made to: <ul style="list-style-type: none"> <li>• Primary Producers</li> <li>• Residents affected by fire</li> </ul> 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.  <b>The first allocation will be in mid-February 2020</b>  If they would like to register for in the Expression of Interest please add their details by contacting Customer Service on 4560 4444.
Native wildlife care	WIRES	13000WIRES – 1300 094 737	Call WIRES or complete a Report a Rescue online at: <a href="https://www.wires.org.au/rescue/report-a-rescue">https://www.wires.org.au/rescue/report-a-rescue</a>





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Animal Welfare	Local Land Services	Animal & Agriculture Hotline: <b>1800 814 647</b>	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: <b>1800 814 647</b>  <b>Customer Service 4560 4444</b>	Local Land Services is assisting with emergency fodder, stock water and assessment of animals impacted by the fire.  See Silage bales – register with Customer Service on 4560 4444
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 <b>A Class</b> 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 <a href="http://www.safework.nsw.gov.au">www.safework.nsw.gov.au</a></p> <p>For information about transport and disposal of hazardous materials, visit <a href="http://www.epa.nsw.gov.au">www.epa.nsw.gov.au</a></p>
Clean-up health and safety		<i>Clean up considerations</i>	<ul style="list-style-type: none"><li>• 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.</li><li>• Electrical hazards could exist such as live power lines that may be down or active solar panels.</li><li>• Buildings and other structures may be unstable to enter or walk over.</li><li>• Sewerage and septic systems may be disrupted causing health risks.</li><li>• Be aware that hot, smouldering coals and other potentially hazardous materials may be hidden under the rubble.</li></ul>



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			<ul style="list-style-type: none"> <li>• Building rubble should not be buried as it may contain hazardous materials.</li> <li>• Waste generated as a result of the bushfires needs to go to lawful facilities to ensure soil, water and human health is protected.</li> <li>• 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.</li> <li>• Moisten the ash with water to minimise dust and keep damp but do not use high pressure water sprays.</li> <li>• Asbestos dust and fibres have the potential to present a health risk during and after a fire if not properly managed.</li> <li>• Asbestos clean-up and removal must be done by an A Class licensed asbestos removalist contractor.</li> </ul>
Waste Removal for large items	Hawkesbury City Council	HCC Customer Service	<p>Disposal of fire damaged waste at the Hawkesbury City Waste Management Facility with the following conditions:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Council is not licenced to accept asbestos. Details of facilities which accept asbestos are listed below.</li> </ul> <p><a href="https://www.epa.nsw.gov.au/your-environment/household-building-and-renovation/dealing-with-household-asbestos/facilities-accept-household-asbestos">https://www.epa.nsw.gov.au/your-environment/household-building-and-renovation/dealing-with-household-asbestos/facilities-accept-household-asbestos</a></p>
Informing about community meeting	Hawkesbury City Council	<p>Facebook</p> <p>Website</p> <p>Mailing list</p>	<p>Hawkesbury City Council Facebook: <a href="http://www.facebook.com/hawkesburycitycouncil">www.facebook.com/hawkesburycitycouncil</a></p> <p>Hawkesbury City Council Web Page: <a href="https://www.hawkesbury.nsw.gov.au">https://www.hawkesbury.nsw.gov.au</a></p> <p>Contact Customer Service on 4560 4444 and add your name to contact list.</p>
		If your property is not insured	<p><b>Public Works Advisory 1800 885 539</b></p> <p><b>Call the Bushfire Customer Care Service on 13 77 88</b> <b>7am – 7pm every day</b></p>



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Loss of phone lines (Telstra mobile towers)	Telstra	<b>Telstra: 132 203</b>	<p>If your phone line has not yet been reconnected please contact <b>Susan Templemans' office on 4573 8222</b>.</p> <p>They are compiling a list of people/phones that are still not connected.</p> <p><b>Telstra support</b> Telstra customers who have suffered severe damage or loss of their premises can access:</p> <ul style="list-style-type: none"><li>• Free call diversion from the customer's Telstra fixed phone service for a maximum period of 6 months from the date of the fire.</li><li>• 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"><li>o Connection of a Telstra fixed phone service at one temporary residence</li><li>o Re-connection of a Telstra fixed phone service at the customer's original permanent premises.</li></ul></li></ul> <p><b>Call Telstra: 132 203</b></p>
Electricity	Endeavour Energy		Telephone 133 718 (Mon – Fri – 8am to 6pm). Web Page <a href="http://www.endeavourenergy.com.au">www.endeavourenergy.com.au</a>
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: <a href="https://www.hawkesbury.nsw.gov.au/media/forms/report-and-request-forms/roads-reporting-form">https://www.hawkesbury.nsw.gov.au/media/forms/report-and-request-forms/roads-reporting-form</a>
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.
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	Your Insurance Company will confirm with you what the steps are to deal with your situation



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	If your land is under insured or not insured	<b>Call the Bushfire Customer Care Service on 13 77 88</b> <b>7am – 7pm every day</b> <b>or</b> <b>Contact NSW Public Works Advisory 1800 885 539</b>	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	<b>Customer Service 4560 4444</b>	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. <a href="https://www.hawkesbury.nsw.gov.au/media/forms/contact-information-for-bushfire-affected-properties-form">https://www.hawkesbury.nsw.gov.au/media/forms/contact-information-for-bushfire-affected-properties-form</a>
Financial Hardship Mortgage stress	Various  CBA    Westpac	<b>Banks can freeze mortgages in times of hardship</b>  <b>1300 720 814</b>    <b>Bushfire Recovery Support Package</b> <b>1800 067 497</b>	<a href="https://www.ausbanking.org.au/policy/customers/financial-hardship/">https://www.ausbanking.org.au/policy/customers/financial-hardship/</a>  Full details can be found here: <a href="https://www.commbank.com.au/.../emergency-assistance-package...">https://www.commbank.com.au/.../emergency-assistance-package...</a> 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"> <li>- calling 1300 720 814 or</li> <li>- visiting any branch.</li> </ul> For business customers, they should call 13 26 07 or their dedicated CommBank relationship manager. 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. <a href="https://www.westpac.com.au/about-westpac/sustainability/initiatives-for-you/customers-disaster-relief/">https://www.westpac.com.au/about-westpac/sustainability/initiatives-for-you/customers-disaster-relief/</a>
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 <a href="https://business.unsw.edu.au/TAXCLINIC">business.unsw.edu.au/TAXCLINIC</a>



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Replacing Personal Documents	Service NSW	For assistance please visit your nearest Service NSW centre, <b>Call the Bushfire Customer Care Service on 13 77 88</b> <b>7am – 7pm every day</b>	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. <a href="#">NSW LRS support for landholders affected by NSW bushfires</a>