



## **Disaster Relief Grant support – flood and storm event. 5 April 2024 - AGRN 1119**

Disaster assistance is available for affected residents who meet the eligibility requirements of the grant.

These assistance measures are being provided by the Australian and New South Wales Governments through the Commonwealth-State Disaster Recovery Funding Arrangements (DRFA).

**Eligibility criteria apply.**



If you wish to apply for support contact Service NSW.

Call [13 77 88](tel:137788) from Monday to Friday 7am to 7pm or visit on line at [Service NSW](https://www.service.nsw.gov.au)

If you do wish to apply following are the details required to support your application.

### **Introduction**

If your home or essential household items were damaged or destroyed by a natural disaster, you may be eligible for the Disaster Relief Grant.

The grant helps with the cost of:

- replacing essential household items
- essential structural repairs, or full rebuilds for properties that are unable to be lived in.

## **Eligibility**

You may be eligible to apply if:

- you're the owner of, or a tenant that lives in (or lived in at the time of the disaster), a property that was damaged or destroyed by a natural disaster
- the damaged property is your principal place of residence
- you're unable to claim costs under an insurance policy
- it has been less than 6 months since the disaster (applications received after this time may be accepted in exceptional circumstances)
- you're a low-income earner.

### **You cannot apply if:**

- you're able to claim under insurance
- the damaged home is an investment property that you do not live in
- lack of maintenance has caused the damage
- the damage is minor, and repairs are not essential to live in the property.

### **What you need**

- the address of the damaged property
- your current address if you're in a temporary residence
- your Australian bank account details for payment.

You'll also need to provide the following for each person covered under the application:

### **Personal details**

- name, email address and phone number
- date of birth
- Centrelink reference number (if applicable)
- occupation and employer details (if applicable).

### **Mortgage or rent payments**

- a copy of a mortgage statement or letter from your financial institution showing name, address, and balance (for home owners)
- a copy of the lease or rent ledger showing names on the lease, address, and weekly rent (for tenants)

### **Income details – evidence of your income, which can include:**

- Centrelink advice letter (if applicable)
- copies of 2 payslips covering the date of the event, or just before (if applicable)
- a copy of your tax return or profit and loss statement (if self-employed)

## Proof of assets

- 3 months of bank statements, including 1 month covering the date of the event
- a council rates notice (for home owners)
- evidence of other income that would be declared in an annual tax return.

## Property details

- information about and photos of damaged items – such as furniture, flooring, and electrical items.  
**Note:** For loss of a fridge, stove, washing machine or hot water service, you may need a 'Beyond Economical Repair' report from a qualified electrician
- home owners will also need to provide information on:
  - the external wall structures
  - roof materials
  - number of storeys and rooms
  - the internal and external structural damage (if applicable).

## Insurance details (if applicable)

- your policy number(s)
- a copy of your insurance policy outlining that the damage and/or contents are not covered.

## To apply call Service NSW 13 77 88



If you wish to explore support that may be available to you please contact Service NSW.

Call [13 77 88](tel:137788) from Monday to Friday 7am to 7pm or visit on line at [Service NSW](https://www.service.nsw.gov.au)