

## Ballina Shire Council Local Government Area

### Flood Recovery

The 2022 floods were an unprecedented disaster. The NSW Government remains focussed on helping the community recover and rebuild.

We are working in a considered way with all stakeholders, local support providers and councils to help those who need it and make sure people have access to support services if they wish.

You may be eligible for NSW and Australian government assistance.

The NSW Government is undertaking outreach to community members to provide information and access to services across seven Northern Rivers Local Government Areas.

#### Flood Property Assessment Program

If your property was damaged by the floods beginning in February 2022, you may be eligible for the Flood Property Assessment Program (FPAP). The program will provide you with a free, detailed assessment report, including a comprehensive scope of repair works and an estimate of repair costs.

For more information, call the FPAP hotline on **1300 294 027**.

#### Back Home Grants

Service NSW is accepting late Back Home Grant applications for customers in extenuating circumstances.

If you would like to discuss your situation and eligibility, please contact **Service NSW via 13 77 88** or book an appointment online at: [service.nsw.gov.au/OnlineBookings](https://service.nsw.gov.au/OnlineBookings).

If you have a Recovery Support Service case manager, they can also help you through the application process.

#### Disaster Relief Grant

The Disaster Relief Grant helps people recovering from a disaster restore a basic standard of living.

You may be eligible for financial support if:

- You're the owner of, or a tenant who lives in (or lived in at the time of the floods), a property that was damaged or destroyed
- The damaged property was your principal place of residence
- You do not have insurance for the damage
- You are a low-income earner with limited financial resources.

To apply call **Service NSW on 13 77 88**, Monday to Friday 7am-7pm.

Members of the Disaster Relief Grant team can also meet with you in person at one of the pop-ups across the region.

#### Resilient Homes Program

The Resilient Homes Program offers prioritised homeowners one of the three available measures, based on expert property assessments, flood impact severity data, safety risks and potential future flood levels:

- Home buybacks – the homeowner receives a payment for the purchase of their house and land, or
- Home raising – funding is committed to elevate liveable areas above a property-specific flood level, or
- Home retrofit – funding is committed to retrofit and/or repair liveable areas to improve the resilience of these areas for future floods.

For more information email [resilienthomesprogram@nrcc.nsw.gov.au](mailto:resilienthomesprogram@nrcc.nsw.gov.au) or phone **1800 844 085**.

#### Mental Health and Wellbeing Support

Do you need help? You're not alone, help is available through Lifeline.

Should you need free, confidential one to one support, please contact Lifeline. 24-hour support is available on **13 11 14**, text **0477 13 11 14** or chat online at [lifeline.org.au](https://lifeline.org.au)

For more information, you can now visit our Ballina Shire Pop-up at the following location:

#### Wardell Pop-Up

**Drop in Centre:** Wednesday 22nd November, 10am – 3pm

**Location:** Wardell Core, The "Old Bank", 3 Sinclair Street, Wardell

For information on other pop-ups in the region, please visit [nsw.gov.au/resilienthomesprogram](https://nsw.gov.au/resilienthomesprogram)

Contact the NSW Reconstruction Authority

✉ [info@reconstruction.nsw.gov.au](mailto:info@reconstruction.nsw.gov.au)

📘 [www.facebook.com/NSWReconAuth](https://www.facebook.com/NSWReconAuth)

# Ballina Shire Recovery Support Services

If you have been affected by floods, Recovery Support Services will help you in your recovery journey by providing personalised, long-term support.

Recovery Support Services will link you to your own personalised recovery support worker, who can help you navigate and access services and disaster assistance packages.

Recovery support workers will walk alongside you, providing you with help to address the complex challenges and issues that emerge throughout your recovery journey. Recovery Support Services will also build your connections with local community resources and can link you to programs and services.

There is no cost, participation is voluntary and customer-led, and you have a choice of providers. Recovery Support Services are funded by the NSW Government.

Support Provider	Support Offered	Contact
Bullinah Aboriginal Health Service	Recovery Support Services	0492 280 781 floodrss@bullinahahs.org.au 106-108 Tamar St, Ballina
Mid Richmond Neighbourhood Centre	Recovery Support Services	02 6682 4334 rssworker@mrnc.org.au
Social Futures	Recovery Support Services	1800 719 625 recoveryconnect@socialfutures.org.au
Uniting	Recovery Support Services	recoverysupport@uniting.org 0403 786 473
Department of Primary Industries Rural Recovery Support Service	The Rural Recovery Support Service provides support to Primary Producers and Rural Landholders that have been impacted by natural disasters.	0448 077 684 flood.recovery@dpi.nsw.gov.au
Other Services Available in the Ballina Shire		
Wardell Core	Recovery and service hub	wardellcore@gmail.com 0431 716 457 The "Old Bank" 3 Sinclair Street, Wardell Tuesday – Friday 9am – 4pm Saturday 9am – 2pm
Lismore and District Financial Counselling	Provides Financial Counselling advice and support	(02) 6622 2172 fc@financialcounselling.org.au
Legal Aid	Help with everyday legal problems including insurance claims and disputes, financial hardship, tenancy and Centrelink.	1300 888 529
Northern Rivers Community Legal Centre	Provides Free legal services including information, referral, strategic casework and advice.	(02) 6621 1000 or 1800 689 889 nrclc@northernriversclc.org.au
Rural Financial Counsellor Services	Support for primary producers and small businesses in finding financial stability and security, by providing confidential and professional advice on a range of issues	1800 344 090
Rural Aid	Provide Counselling, fodder, financial assistance and other support required for farmers Farm Army Job posting platform	1300 327 624 contact@ruralaid.org.au