

Disaster Relief Grants

For household contents and structural repairs

Fact sheet

The Office of Emergency Management can provide disaster relief grants to eligible individuals and families whose homes and essential household contents have been damaged or destroyed by a disaster.

If you have limited financial resources and no insurance you may be eligible for a financial contribution towards the cost of essential household items and making your home safe and habitable again.

Am I eligible for a Disaster Relief Grant?

- ☐ **I am a low income earner**
You will need to meet an income and assets test
- ☐ **My home has been damaged**
You will need to show this is the main place you live and the damage was caused by the disaster
- ☐ **I do not have insurance**
This assistance does not replace insurance or compensate for other losses
- ☐ **It has been less than 4 months since the disaster**
You need to apply within 4 months after the disaster happened

How do I apply for a Disaster Relief Grant?

Call Disaster Welfare on 1800 018 444

A disaster welfare officer will provide information about the grants, application process and eligibility criteria. (See over the page for an application checklist.)

Home visit

A disaster welfare officer will need to visit your home to inspect the damage before an assessment can be made.

Decision

Once your application including supporting documents is complete and a home visit has occurred, we will make an assessment as quickly as possible. We will write to you to tell you the outcome of your application.

If your application is approved, there are two types of assistance you may receive:

Grants for replacing essential household contents

Essential items are those required for normal daily life, such as bedding and some electrical items (e.g. a fridge or washing machine).

Grants for essential structural repairs

Assistance may be provided to make essential structural repairs if you are a home owner. Assistance is not provided for repairs to other areas of your property, such as damage to fences, painting, pools, sheds or garages.

How are my income and assets assessed?

Statement of Income

If you are a wage earner you should provide proof of the income you were receiving at the time of the disaster and attach the relevant pay slip to your application.

If you receive Centrelink payments or a superannuation pension you should attach your latest advice letter. If your income included pension payments from another country an advice letter showing details should also be attached.

If you are self-employed you should provide evidence of your taxable income (such as your tax returns).

Rent or home loan repayments

You will need to provide us with information about your rental or mortgage payments. If you are renting your home please attach your last weekly rent receipt. A copy of your lease and the list of furniture and other contents included in the lease should also be provided.

If you are paying off your home you should provide a statement from your lending authority which sets out the minimum rate of repayment and the balance owing on your mortgage.

Are other assets included?

Assets such as savings in the bank, shares, or a second property are also considered. If you meet the income criteria but have assets above \$10,000 (single person) or \$20,000 (couple), these will be included in the assessment of your eligibility for assistance under this scheme.

You will need to tell us about all assets owned by you and your spouse or partner. You will need to supply evidence such as current bank statements, or council rate notices to prove property ownership.

Information you provide will be checked and we will contact the agencies that you have nominated, such as Centrelink, financial institutions and insurance companies. When you sign the application form you are giving us permission to check that information.

Can I appeal a decision?

You may appeal the decision if your claim has been declined or you have additional information that supports your claim. Appeals can be lodged within one month and addressed to:

Director, Disaster Welfare Services
NSW Department of Justice
GPO Box 5434 Sydney NSW 2001

Disaster Relief Grant Checklist

The following is needed when applying for a disaster relief grant

Proof of income (one of the following)

- ☐ Centrelink advice letter
- ☐ Income statement/payslip
- ☐ Evidence of taxable income (e.g. taxation advice) for self-employed

Insurance details

- ☐ Policy numbers
- ☐ Insurance company correspondence

Verification of home loan repayments or rent

- ☐ Your last normal weekly rent receipt
- ☐ A statement from your lending authority

Proof of assets

- ☐ Bank statements
- ☐ Proof of investments
- ☐ Council rate notice (if home owner)

Structural grants

- ☐ 2 quotes for repairs

Completed applications and supporting documents can be emailed to disasterwelfare@justice.nsw.gov.au or posted to the below address:

Director, Disaster Welfare Services
NSW Department of Justice
GPO Box 5434 Sydney NSW 2001