

Community Recovery Information #2

This newsletter contains information for people impacted by the recent fires across Northern NSW.

Are you insured?

If you are insured, you should talk to your insurance company as soon as possible about how to make a claim. If you have clearance, you can start cleaning up immediately - but first take pictures or video of any damage to your property and possessions as evidence for your claim.

The Insurance Council of Australia can be contacted with any questions, complaints or concerns about your insurance on **1800 734 621**.

If you are not insured and have limited income, you may be eligible for a disaster relief grant.

Animal Welfare

Local Land Services is assisting with emergency fodder, stock water and assessment of animals impacted by the fire.

Fodder is available Mon-Fri 8am-4pm from Tenterfield Show Ground and Mon-Sat 8am-4pm from Ebor Sports Ground.

Landholders are encouraged to call the Agriculture and Animal Hotline **1800 814 647** to request assistance or report any stock losses.

NSW Rural Assistance Authority **1800 684 593**
rural.assist@raa.nsw.gov.au

Disaster Relief for Landholders

Disaster relief is available for landholders that have been impacted by fire. This includes:

- Animal welfare assistance
- Concessional fixed-rate loans up to \$130,000
- Transport subsidies for the carriage of livestock, fodder and water

Disaster Relief for Individuals

Disaster relief grants are for eligible individuals and families whose homes and essential household contents have been damaged or destroyed by a natural disaster. To be eligible for this assistance you must:

- 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
- lodge the application within four months of the disaster occurring

The Australian Government has activated the Disaster Recovery Allowance for people affected by the northern NSW Bush Fires. The DRA provides short term support payment to assist those whose income has been affected as a direct result of the bush fires. **Call 1800 2266 or visit humanservices.gov.au**

Fencing Repairs - BlazeAid

The wonderful volunteers of BlazeAid are setting up camp in Tenterfield and ready to help rebuild and repair fencing from 17 September.

Tenterfield & Drake Bush Fires

If you have fences that were damaged or destroyed by the Tenterfield/Drake fires please register directly with BlazeAid.

Coordinator: John Illico

Phone: 0484 145 732

Email: tenterfield.blazeaid@gmail.com

Bees Nest Bush Fire

Councils are working with BlazeAid and information will be available in the coming days.

Land holders with damaged or destroyed fences bordering National Parks can call Glenn Innes Area Office on **6739 0700**.

Housing Assistance

Communities and Justice can assist by providing temporary accommodation for up to 28 nights while impacted residents seek alternative longer-term arrangements. Communities and Justice can also provide financial assistance through a repayable bond loan and a non-repayable advanced rent of two weeks. All fire affected residents are eligible for this assistance.

Call Housing: **1800 422 322**

Domestic Water Assistance

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. Call the Disaster Welfare Assistance Line on 1800 018 444 (Mon–Fri 8.30am-4.30pm) for more information.

Fire Retardant Information

Retardants are dropped from the air to suppress and slow the fires and may have landed on some properties. This type of retardant is basically a fertiliser (a mix of ammonium and diammonium sulphate and ammonium phosphate). This coloured foam will need to be flushed from roofs and water sources.

Using Tank Water After a Fire

If you think that your tank water tank has been contaminated by fire retardant you can still use the water to:

- flush toilets
- wash clothes (providing it will not stain clothes)
- fight fires

For assistance with removing fire retardant from your roof please call the Disaster Welfare Assistance Line on **1800 018 444** (Mon–Fri 8.30am-4.30pm)

It is important for residents in fire affected areas or in areas where ash may have fallen on roofs to ensure that all rainwater from the first full rainfall event is not collected as this may be contaminated by ash.

Look Out For Each Other

Check in with your friends and neighbours - bush fires are distressing and can lead to forgetfulness, sleep disturbance and feeling anxious. These are normal reactions and not a sign of weakness.

You can also contact any of the following free services 24 hours a day, 7 days a week:

If you or someone you know is in immediate danger call 000.

Mental Health Line	1800 051 511
Lifeline	13 11 14
MensLine	1300 789 978
Kids Helpline	1800 55 1800
Beyondblue	1300 22 4636

Legal Assistance

Legal Aid NSW lawyers can provide free legal advice and minor assistance to people affected by disasters on a range of issues including insurance, tenancy and credit and debt problems.

Legal Aid NSW: **1800 801 529**

www.legalaid.nsw.gov.au

For more information and updates

Visit our website at
www.emergency.nsw.gov.au

Or follow our Facebook page at
[NSW Disaster Recovery](#)

Clean Up Advice

Houses, sheds and other buildings that have been burnt in a bushfire can leave potential health and safety hazards in the remaining rubble and ash.

Hazardous household materials that may be present after a bushfire include asbestos, ash from burnt treated timbers (i.e. copper chrome arsenate or CCA), medicines, garden or farm chemicals, other household chemicals and cleaning products, damaged gas bottles, metal and other residues from burnt household appliances as well as ash and dusts.

Other hazards may include unsafe building structures, electrical hazards and missing fencing panels around swimming pools.

When returning to your property after a bushfire, consider the following precautions to protect your health:

- Do not enter your property until you are advised that it is safe to do so by emergency services, utilities companies or 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 services 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.
- 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.

Upcoming Community Recovery Meetings

Community meetings are an opportunity to come together, get information and ask questions.

Agencies attending include council, RFS, Local Land Services and Disaster Welfare Rural Assistance Authority, RAMHP and Red Cross.

Join us for a BBQ and a cuppa at one of the following locations:

Ebor Sports Ground
Friday 13 September from 6pm

Tenterfield Memorial Hall
Tuesday 17 September from 11am
The Drought One Stop Shop will also be there.

Drake Hall
Wednesday 18 September from 12:30pm BBQ, 1:00pm meeting

If your property has been impacted by the Shark Creek Bush Fire, please contact Disaster Welfare Assistance Line on **1800 018 444**