

# Tasmania Severe Weather Event October 2022 – Recovery support

Knowing what support is available and where to find it is an important part of your recovery process.

## Financial support

The following information applies to some or all of the 17 Local Government Areas (LGAs) affected by the October 2022 severe weather event: Break O'Day, Burnie, Central Coast, Central Highlands, Circular Head, Devonport, Dorset, Flinders, George Town, Kentish, Latrobe, Launceston, Meander Valley, Northern Midlands, Waratah-Wynyard, West Coast and West Tamar.

Closing dates and eligibility criteria will be different for each funding opportunity.

### Small Business and Primary Producer Grants

The Small Business and Primary Producer Grants assist eligible small businesses and primary producers impacted by flooding with clean-up and restoration activities.

**For:** eligible small businesses and primary producers in the 17 flood-affected LGAs

**More information:** [www.tasrecovery.com](http://www.tasrecovery.com)

### Non-profit Organisation Emergency Recovery Grants

The Emergency Recovery Grant assists non-profit organisations that have suffered direct damage from the severe weather event with the costs of clean-up and reinstatement of property, assets and equipment.

**For:** eligible non-profit organisations in the 17 flood-affected LGAs

**More information:** [www.tasrecovery.com](http://www.tasrecovery.com)

### Disaster Recovery Allowance

The Disaster Recovery allowance is a short-term payment to help people whose income has been directly affected by a major disaster and is payable for a maximum of 13 weeks.

**For:** people who work or live in the 17 flood-affected LGAs

**Closing date:** 14 April 2023

**For more information and to apply:** [www.servicesaustralia.gov.au/tasmanian-floods-october-2022](http://www.servicesaustralia.gov.au/tasmanian-floods-october-2022)

### Disaster Recovery Payment

The Disaster Recovery payment is a lump sum payment to help people who have suffered a significant loss as a result of the floods, including a severely damaged or destroyed home or a serious injury.

**For:** individuals and families in the Central Coast, Devonport, Kentish, Meander Valley, Launceston and Latrobe LGAs

**Closing date:** 17 April 2023

**For more information and to apply:** [www.servicesaustralia.gov.au/tasmanian-floods-october-2022](http://www.servicesaustralia.gov.au/tasmanian-floods-october-2022)

### Rural Relief Fund

Rural Business Tasmania's Rural Relief Fund supports farmers and rural/regional small businesses impacted by flood, drought and fire.

Grants of up to \$2,500 are available for anything from household goods, including food or utility bills, to fence repairs and fodder.

**For more information, to apply or donate:** [www.ruralbusinesstasmania.org.au/relief-fund](http://www.ruralbusinesstasmania.org.au/relief-fund)

### Levy waiver for flood waste

The Tasmanian Government is waiving the landfill levy for the disposal of flood waste.

Flood waste includes material deposited or damaged by floodwaters on a property that requires disposal to landfill.

Residents do not need to take additional actions but should inform their landfill operator on arrival at the facility that they are disposing of flood waste.

Please note, waste disposal/tip entry fees may still apply, and you should check with your local council.

**For:** individuals and families in the 17 flood-affected LGAs

**Closing date:** 31 December 2022

**More information:** contact your local council

### Aurora assistance for customers

Aurora Energy has expanded its Customer Support Fund to help anyone experiencing financial vulnerability from the floods.

The Customer Support Fund can assist with things like bill relief, waiving fees and charges, freezing debts, payment plans, and more.

**To apply:** call Aurora on **1300 13 2003** or visit [www.auroraenergy.com.au/aurora-support](http://www.auroraenergy.com.au/aurora-support)

### Telstra assistance packages for customers

Telstra has activated an assistance package to help residential and small business customers affected by the flooding in Tasmania stay connected.

Short-term assistance is available to customers who have had to leave their premises due to a disaster. Long-term assistance is available to customers who have suffered severe damage or loss of their home or business and had to relocate.

**To apply:** call Telstra on **1800 888 888** or visit [www.telstra.com/disasterassistance](http://www.telstra.com/disasterassistance)

## Other support

### Business support

Business owners can contact Business Tasmania on **1800 440 026** or go to [www.business.tas.gov.au](http://www.business.tas.gov.au) to register impacts due to the severe weather event.

### Primary producer support

Farmers can call the FarmPoint hotline on **1300 292 292** or Business Tasmania on **1800 440 026** or go to [www.business.tas.gov.au](http://www.business.tas.gov.au) to register impacts due to the severe weather event.

### Rural Financial Counselling Service

Any producer who is suffering immediate financial difficulty can also contact Rural Business Tasmania on **1300 88 3276** to access free financial counselling.

## Counselling and mental health support

FindHelpTAS ([www.findhelptas.org.au](http://www.findhelptas.org.au)) lists services that may be helpful in an emergency. Or you can contact one of the services below who are here to help.

- Lifeline: **13 11 14** (24 hours, 7 days), [www.lifeline.org.au](http://www.lifeline.org.au)
- Beyond Blue: **1300 224 636** (24 hours, 7 days), [beyondblue.org.au](http://beyondblue.org.au)
- MensLine Australia: **1300 789 978** (24 hours, 7 days), [www.mensline.org.au](http://www.mensline.org.au)
- Kids Helpline: **1800 551 800** (24 hours, 7 days), [www.kidshelpline.com.au](http://www.kidshelpline.com.au)
- Headspace: **1800 650 890** [www.headspace.org.au](http://www.headspace.org.au)
- Rural Alive and Well (RAW): **1300 4357 6283** (24 hours, 7 days), [www.rawtas.com.au](http://www.rawtas.com.au)
- ReachOut: [www.au.reachout.com](http://www.au.reachout.com)
- 13Yarn: **13 92 76** (24 hours, 7 days)
- Suicide Call Back Service: **1300 659 467** (24 hours, 7 days)
- Alcohol and Drug Information Service and Family Drug Support: **1800 811 994**
- Alcohol and Drug Services (Department of Health): **1300 139 641**

## Recovery information

The TasRECOVERY website ([www.tasrecovery.com](http://www.tasrecovery.com)) can connect you with support, advice and services to help you recover from an emergency.

If you have any questions about recovery matters, you can email us at [recovery@dpac.tas.gov.au](mailto:recovery@dpac.tas.gov.au)

You can also follow TasRECOVERY on social media to stay up to date with the Tasmanian Government's current recovery activities:

- TasRECOVERY Facebook – [www.facebook.com/tasrecovery](http://www.facebook.com/tasrecovery)
- TasRECOVERY Twitter – [www.twitter.com/tasrecovery](http://www.twitter.com/tasrecovery)