

East Coast Recovery Information

June 2025



Support is now available for small businesses and non-profit organisations to help with recovery from the East Coast floods, including grants of up to \$25,000 and concessional loans.

For essential recovery support information visit nsw.gov.au/floodrecoveryupdates or call Service NSW on **13 77 88**.

Provider	Services available and contact details
Government support	
Recovery Grants	<p>Recovery Grants for small businesses (with fewer than 20 employees) and non-profit organisations are now available under the Disaster Recovery Funding Arrangements (cost-sharing between NSW and Australian Governments)</p> <p>Eligible applicants may receive:</p> <ul style="list-style-type: none"> • up to \$5,000 for immediate recovery costs • a further \$20,000 for other eligible activities including engaging tradespersons, hiring or leasing equipment, wages for clean-up and waste removal. <p>To check your eligibility please visit: https://www.service.nsw.gov.au/transaction/small-business-recovery-grant-agrn-1198-1212#eligibility </p>
Disaster Assistance	<p>Disaster assistance has been activated for the 19 LGAs declared a Natural Disaster and includes the following support.</p> <ul style="list-style-type: none"> • Small businesses - concessional loans up to \$130,000 • Sporting and recreation clubs - concessional loans up to \$10,000 • Not-for-profit organisations - concessional loans up to \$25,000 • Primary producers: <ul style="list-style-type: none"> ○ Concessional loans up to \$130,000 ○ Transport subsidies up to \$15,000 <p>Website: service.nsw.gov.au/disaster-and-emergency-assistance-for-business/grants-and-loans</p>
Service NSW Business Concierge	<p>A dedicated Business Concierge provides ongoing and personalised support for businesses including disaster recovery assistance.</p> <p>13 77 88 8am to 5pm Monday to Friday</p> <p>Website: service.nsw.gov.au/business/business-concierge-service</p>
Small Business Commissioner	<p>The Commissioner has a number of disaster guides to help businesses to prepare and respond to disasters. In addition, if you need support in navigating retail and commercial leases after a natural disaster contact our customer contact centre or read our leasing guide.</p>

Provider	Services available and contact details
	<p>Ph: 1300 795 534 8.30am to 5pm Monday to Friday</p> <p>Website: smallbusiness.nsw.gov.au/help/common-questions/get-ready-for-disasters</p> <p>Retail and commercial leasing: your rights and obligations after a natural disaster: nsw.gov.au/emergency/recovery/retail-and-commercial-leasing-rights</p> <p>Guide to making Insurance Claims: smallbusiness.nsw.gov.au/resources/guides/guide-making-insurance-claims</p> <p>Get back to business – A guide to recovering from disaster: smallbusiness.nsw.gov.au/resources/guides/get-back-business-guide-recovering-disaster</p>
Australian Taxation Office	<p>Provides ongoing support for businesses including lodging a Business Activity Statement (BAS) and payment.</p> <p>Ph: 13 11 42</p> <p>Website: ato.gov.au/businesses-and-organisations/starting-registering-or-closing-a-business/starting-your-own-business/supporting-your-small-business#ato-Dealingwithdisasters</p>
Business Beyond Disasters	<p>Free program designed to help businesses get ready for disasters. It teaches how to plan effectively, build important skills to keep businesses running during tough times, and prepare for the future.</p> <p>Website: nsw.gov.au/departments-and-agencies/nsw-reconstruction-authority/our-work/northern-rivers/economic-recovery#toc-business-beyond-disasters</p>
Legal and financial support	
Legal Aid	<p>Free legal help is available for those affected by a disaster, including insurance claims, housing and tenancy, financial hardship, and government disaster grants.</p> <p>Ph: 1800 801 529</p> <p>Website: disasterhelp.legalaid.nsw.gov.au</p>
Rural Financial Counselling Service	<p>Free, independent, confidential and expert support to farmers, fishers, foresters and other rural businesses to manage and adjust to the challenge of industry and climate variability</p> <p>Ph: 1800 344 090</p> <p>Website: rfcsnsw.org.au</p>
Mental health support	
Disaster Recovery Clinicians	<p>Disaster Recovery Clinicians provide free mental health support and linking into other services via face to face, of phone call appointments.</p> <p>Ph: 1800 011 511</p>
Rural Aid counselling	<p>Rural Aid counsellors are based across Australia. Farmers, family members and their employees can access this free service.</p> <p>Ph: 1300 175 594</p> <p>Website: ruralaid.org.au/counsellors</p>
General support services	
Australian Red Cross	<p>Provide practical help and resources to use before during and after emergencies.</p> <p>Ph: 1800 733 278</p> <p>Website: redcross.org.au/emergencies</p>

Vinnies (St Vincent De Paul)	Vinnies can provide food, clothing, furniture and financial assistance for those who need it most following the cyclone. Ph: 13 18 12 Website: vinnies.org.au
Salvos	Emergency relief payments may be available for people affected by severe weather impacts. Email: disasters@salvationarmy.org.au
Rural Adversity Mental Health Program	Have staff available across the Mid-North Coast for support. Have useful fact sheets around adversity and disasters. Website: ramhp.com.au
24/7 Phone support	
Medicare Mental Health Phone Line	For advice, information and connection. Ph: 1800 595 212
Lifeline	Free, 24 hours telephone crisis support. Ph: 13 11 14 Lifeline Crisis Text Service: 0477 13 11 14
Beyond Blue	Available 24/7 for free and confidential counselling. Ph: 1300 22 4636
Kids Helpline	Free, private and confidential phone and online counselling for young people aged 5 to 25. Ph: 1800 55 1800
13YARN Australia	13YARN is an Aboriginal and Torres Strait Islander crisis support line. Ph: 13 92 76
1800RESPECT	24-hour national sexual assault, family and domestic violence counselling line. Ph: 1800 737 732
NSW Mental Health Line	Staffed by trained mental health professionals for advice and referrals. Ph: 1800 011 511

For more information

 Visit: nsw.gov.au/floodrecoveryupdates

