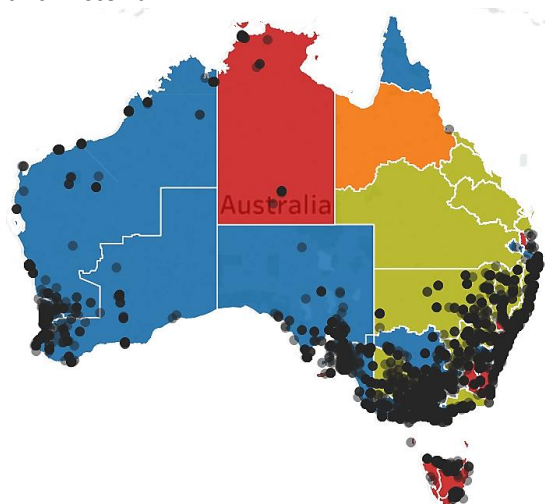


## Bushfire Assistance

MTAA Member Associations are available to provide advice to any constituents that have been impacted by bushfires across Australia. MTAA is aware some automotive business members have either been directly impacted or a located in communities that have been impacted particularly in South Australia, New South Wales and Victoria.



Bushfires have also impacted Western Australia and Tasmania, although in these States disasters have not declared States of emergency or disaster at the time of writing this brief, which trigger assistance schemes. In these States please check the <https://www.disasterassist.gov.au> website regularly for updates.

There is also potential for businesses impacted by fires outside designated postcodes to access assistance through the Red Cross. Please check with the Red Cross at [redcross.org.au/grants](https://redcross.org.au/grants) to see if you may able to apply including people who have lost their home in a bushfire.

The following provides an overview and some detail of Commonwealth and State Government assistance measures available to individuals and businesses impacted by bushfires. There are embedded links throughout this brief to provide additional information. Please hold control and click links.

## Key Assistance websites:

- **Links to all-natural disasters across Australia and tells you what you are eligible for:**  
<https://www.disasterassist.gov.au/Pages/australian-disasters.aspx>
- **Support for people directly affected by bushfires in disaster declared areas:**  
<https://www.humanservices.gov.au/individuals/help-emergency/bushfires>
- **Emergency and disaster assistance Australia:**  
<https://www.australia.gov.au/information-and-services/public-safety-and-law/emergency-services/emergency-and-disaster-assistance>
- **NSW disaster assistance:**  
<https://www.emergency.nsw.gov.au/Pages/for-the-community/disaster-assistance/disaster-assistance.aspx>
- **NSW Government support (financial support link):**  
<https://www.emergency.nsw.gov.au/Pages/for-the-community/disaster-assistance/disaster-assistance-for-individuals.aspx>
- **South Australia disaster assistance:**  
<https://www.sa.gov.au/topics/emergencies-and-safety/recovery/assistance>
- **Victoria disaster assistance:**  
<https://www.emv.vic.gov.au/natural-disaster-financial-assistance>
- **Western Australia disaster recovery funding arrangements:**  
<https://www.dfes.wa.gov.au/recovery/Pages/DRFA-WA.aspx>

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## Assistance in detail

### Commonwealth Government (usually provided through States)

#### **Disaster Recovery Allowance**

Support for people who can show they lost income as a direct result of the bushfires in New South Wales in August 2019 through to January 2020

#### **Australian Government Disaster Recovery Payment**

Support for eligible people adversely affected by the bushfires in New South Wales in August 2019 through to January 2020.

#### What is it?

Disaster Recovery Allowance is a short-term payment to help you if a declared disaster directly affects your income.

You can get it for a maximum of 13 weeks. It's payable from the date you lose income as a direct result of the NSW Bushfires in August, September, October, November, December 2019 and January 2020.

Disaster Recovery Allowance is a taxable payment. You can ask us to withhold voluntary tax deductions from your payments.

If you get Disaster Recovery Allowance you might be able to access Beneficiary Tax Offset. This reduces the amount of tax you may have to pay. You'll need to contact the Australian Taxation Office to find out more.

#### Who can get it?

To get Disaster Recovery Allowance you must:

- be 16 years or older at the time of the fire and not a dependent child
- be an [Australian resident](#) or hold an eligible visa
- get an income by working in an affected Local Government Area or live in an affected Local Government Area
- lose income as a direct result of the NSW Bushfires in August, September, October, November, December 2019 and January 2020.
- show you will earn less than the relevant [income threshold amount](#) in the fortnight following the loss of income.

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You must not get the following payments for the same period you're claiming this payment:

- an [income support payment](#) or pension
- [Parental Leave Pay](#)
- [Dad and Partner Pay](#)
- [ABSTUDY living allowance](#)
- [Farm Household Allowance](#)
- a [Service Pension](#) from the Department of Veterans' Affairs.

If you're a member of a couple, you can both receive this payment. You and your partner will need to complete separate claim forms.

## [How to claim?](#)

Complete the following steps to claim the Disaster Recovery Allowance.

### 1. Get ready to claim

The fastest way to claim is over the phone.

To claim, either:

- call on 180 22 66 where we can take your claim
- print and complete the [NSW Bushfires, September 2019 – Disaster Recovery Allowance claim form](#)
- go to a [service centre](#).

Phone lines are open 8 am to 8 pm (local time) Monday to Friday and 8 am to 5 pm (local time) Saturday and Sunday.

Call on 131 202 to talk to us in languages other than English.

### 2. Get your documents ready

You'll need to provide evidence supporting the claimed loss of income. For example:

- pay slips from an employer
- bank statements showing previous bank deposits from an employer
- a letter from your employer
- profit and loss statements
- income tax returns
- other account documents identifying cash flow.

If you're having trouble getting these documents, you should still lodge a claim without delay. You can provide your supporting documents to within 28 days.

You may also need to confirm your identity. You will be advised tell you how to do it during the claim process. You will need to provide one document showing Proof of Birth or Proof of Arrival in Australia.

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Alternatively, you can provide any other approved documents that add up to the value of 50 points. For example:

- driver's licence (40 points)
- bank card/statement (40 points)
- Medicare card (20 points).

### 3. Submit your claim

Remember, the fastest way to claim is over the phone.

If you print and complete a claim form, you can submit it and any supporting documents:

- in person at a [service centre](#)
- by faxing them to 1300 727 760
- by posting them to:  
Emergency Processing Centre  
Reply Paid 7815  
Canberra BC ACT 2610

More Information (click on the link):

- [How much you can get](#)
- [How to manage your payment](#)
- [What other services are available](#)

You have until **1 July 2020** to make a claim for the following Local Government Areas:

- |                     |                           |                 |
|---------------------|---------------------------|-----------------|
| • Armidale          | • Kempsey                 | • Shoalhaven    |
| • Ballina           | • Ku-ring-gai             | • Singleton     |
| • Bega Valley       | • Kyogle                  | • Snowy Monaro  |
| • Bellingen         | • Lake Macquarie          | • Snowy Valleys |
| • Blue Mountains    | • Lismore                 | • Sutherland    |
| • Byron             | • Lithgow                 | • Tamworth      |
| • Central Coast     | • Mid Coast               | • Tenterfield   |
| • Cessnock          | • Mid-Western             | • Tweed         |
| • Clarence Valley   | • Muswellbrook            | • Upper Hunter  |
| • Coffs Harbour     | • Nambucca                | • Upper Lachlan |
| • Eurobodalla       | • Narrabri                | • Uralla        |
| • Glen Innes Severn | • Oberon                  | • Walcha        |
| • Greater Hume      | • Penrith                 | • Wingecarribee |
| • Gwydir            | • Port Macquarie-Hastings | • Wollondilly.  |
| • Hawkesbury        | • Queanbeyan-Palerang     |                 |
| • Inverell          | • Richmond Valley         |                 |

Further information at <https://www.disasterassist.gov.au>

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## Assistance from Australian Tax Office (ATO)

### Support available

- For identified impacted postcodes, the ATO automatically grant deferrals for lodgements and payments due. You, or your agent, don't need to apply for these deferrals.
- If you have been affected by this disaster but your postcode is not currently in the identified impacted postcodes list, you may still be eligible, phone the ATO Emergency Support Infoline on 1800 806 218 for help.
- Support from the ATO includes:
  - providing extra time to pay your debt or lodge tax forms such as activity statements
  - provide assistance find your lost tax file number (TFN) by using methods to verify your identity such as your date of birth, address and bank account details
  - re-issue income tax returns, activity statements and notices of assessment
  - assist in re-constructing tax records that are lost or damaged
  - fast track any refunds owed
  - set up a payment plan tailored to your individual circumstances including interest-free period
  - remit penalties or interest charged during the time you have been affected.

Full details of these deferrals and a list of impacted postcodes by state are available:

- [Queensland](#)
- [New South Wales](#)
- [South Australia](#)
- [Victoria](#)

## Assistance in detail



### Disaster Recovery Grants

Disaster Recovery Grants are made available following extreme and widespread disaster events. View current declarations and check your eligibility for:

- [NSW bushfires that have occurred since 31 August 2019](#)
- [Storms in Northern NSW that occurred on 20 December 2018](#)

### Disaster Relief Loans

Natural disaster assistance low interest rate loans are available to eligible:

- [Primary producers](#)
- [Small business](#)
- [Non-profit organisations](#)
- [Sporting and recreation clubs](#)


### Transport Assistance

A [Natural Disaster Transport Subsidy](#) is also made available to primary producers who are affected by a declared natural disaster event.

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**Rural Assistance Authority**

## Natural Disaster Grants Small Business

### NSW BUSHFIRES from 31 August 2019

**Local Government Areas affected:**  
Armidale, Ballina, Bellingen, Byron, Clarence Valley, Coffs Harbour, Glen Innes Severn, Inverell, Kempsey, Kyogle, Lismore, Mid-Coast, Nambucca, Port Macquarie-Hastings, Richmond Valley, Tenterfield, Tweed, and Walcha

**Declared: 24 November 2019.**  
**Closing date for applications and claims: 24 May 2020.**

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**Local Government Areas affected (extension)**  
Blue Mountains, Lithgow, Hawkesbury, Cessnock, Central Coast, Singleton

**Declared: 18 December 2019.**  
**Closing date for applications and claims: 18 June 2020.**

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**Local Government Areas affected (extension)**  
Wingecarribee, Wollondilly

**Declared: 23 December 2019.**  
**Closing date for applications and claims: 23 June 2020.**

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**Local Government Areas affected (extension)**  
Bega Valley, Eurobodalla, Queanbeyan-Palerang, Shoalhaven, Snowy Monaro, Snowy Valleys and Mid-Western

**Declared: 3 January 2020.**  
**Closing date for applications and claims: 3 July 2020.**

#### 1. Description

In severe circumstances, grants may be provided to eligible small businesses and non-profit organisations to contribute towards the costs of:

- a) clean-up and removal of debris, including hire of equipment, disposal costs and labour and material costs above normal wage and material expenditure;
- b) restoration of damaged assets and stock including safety inspections, essential repairs, purchase, hire or lease of equipment and stock essential to the immediate resumption of trading; and
- c) relocation to and leasing of, temporary premises when immediate re-opening of damaged premises is not possible.

#### 2. Assistance Available

A grant of up to **\$15,000** per eligible small business

#### 3. Eligible Events

This assistance measure is only provided to eligible small businesses following the declaration of a Natural Disaster and announcement of recovery grants, by the NSW Government.

This assistance measure is only provided in the event of Natural Disasters that have severely affected communities, regions, or sectors.

#### 4. Who is eligible

When activated, grants are available to small businesses that meet the following criteria:

- a) Have fewer than 20 full time (or equivalent) employees;
- b) Under normal circumstances, derive more than 50 per cent of their total gross income from the small business enterprise.
- c) Are a registered business, partnership or sole trader with an Australian Business Number (ABN). If the business has applied to the ATO but not yet received an ABN, they may be considered eligible.

#### 5. Eligibility Criteria

To be eligible, small businesses must:

- a) Have suffered direct damage to their premises and/or tools of trade (e.g. equipment or plant) and the essential cost of repair or replacement are the applicant's responsibility;



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## Natural Disaster Grants Small Business

- b) be intending to re-establish in the specified area.
- c) show that they were conducting business in the specified area including home office sites, prior to and including the date of the event, or are a business enterprise in the development phase (e.g. premises being prepared but trading had not yet commenced). Owners may reside out of the specified area.
- d) be claiming for damage or the portion of damage that is not covered by insurance.
- e) provide confirmation that a claim against their insurance policy in respect of any loss or damage suffered has been lodged. Full insurance details, including policy numbers are to be provided with the application.
- f) Be aware that damage that is covered by insurance is not eligible.
- g) Note that where an eligible business operates from one location, only one grant is payable. A separate grant may be payable for each location in cases where businesses conduct business in more than one location provided other eligibility criteria are met.
- h) Note that in some cases the owner of the premises is not the owner of the business and both may wish to claim assistance. For example, the building owner may be responsible for the restoration of building and shop fittings while the business owner may be responsible for stock and equipment. In these cases a joint claim may be lodged but the grant will be provided as a single grant based on the one site, for both parties.
- i) Property owners who have incurred loss or damage to an investment property which is leased or rented for housing /residential /commercial purposes are not eligible for assistance under recovery grants for small business. However, where rental properties are managed as a business, they may be eligible for assistance.

### 6. Exclusions

- a) businesses that are part of a national chain or company (franchised may be eligible and must be locally registered or operated, however owners may reside outside the specified area)
- b) public companies alone, or in association with other companies

- c) businesses which have not incurred clean-up, removal of debris or restoration costs but have suffered a loss of income as a result of the event
- d) an affected business where that business is not the owner's primary source of income (more than 50 per cent) if the owner is the sole employee of the business
- e) home based "hobby" businesses (which produce less than 50 per cent of an applicant's income.
- f) Damage to dwellings
- g) Damage covered by insurance
- h) Labour costs and the cost of using the business' existing staff or equipment.
- i) Loss of trade or income.

### 7. Eligible Costs

#### 7.1 Clean-up

- a) additional labour costs (above and beyond normal wage expenditure)
- b) equipment and materials to undertake clean-up.

#### 7.2 Removal of debris:

- a) carting away damaged goods and material
- b) cost of disposal.

#### 7.3 Restoration:

- c) payment for trades people to conduct safety inspections
- d) essential repairs to internal fittings (e.g. floor covering, electrical rewiring, shelving)
- e) purchase or hire/lease costs for equipment essential to the immediate resumption of businesses
- f) once only replacement of stock which is essential to the immediate resumption of trading.
- g) relocation to temporary premises where immediate re-opening of damaged premises are not possible
- h) repairs/replacement of damaged plant/equipment.





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## Natural Disaster Grants Small Business

### 8. Fraudulent claims

- By signing the claim form, you are declaring that the information provided in the application form and supporting documentation is true and accurate.
- Providing inaccurate, untrue or misleading information may be a breach of criminal law for which serious penalties may apply.
- If any information provided in an application or supporting documentation is found to be inaccurate, untrue or misleading, legal action may be taken against you, including action to recover the funds.

### 9. Important Information

- These guidelines are correct at the time of publishing.
- RAA reserves the right to amend, alter or change these guidelines at any time, and it is the responsibility of the applicant to ensure that they check the relevant website prior to application.
- The guidelines that apply to your application will be the guidelines that are current at the time your application is received by RAA.
- While RAA has taken all care in preparing these guidelines, RAA will not be liable in any way for any errors, omissions or variation to information in these guidelines or for not advising an applicant of any errors, omissions or variations to information in these guidelines.

### 10. Assessment

- Applications will be assessed against the eligibility criteria. RAA reserves the right to request further information from you or from any business or individual you have engaged, to assist in assessing your application and to verify any information provided in your application.
- Failure to provide such information may result in RAA refusing your application.
- RAA also reserves the right to refuse an application, at its discretion, for any reason or for no reason irrespective of whether the eligibility criteria have been met.
- Applications submitted may be subject to audit by RAA or its agents in order to determine compliance with scheme guidelines.

### 11. Applications

- Applications for assistance under the program must be made on RAA's application form and be accompanied by the documentation stated in the application form.
- Applications and all claims, must be lodged on or before the closing dates as shown at: <https://www.raa.nsw.gov.au/disaster-assistance/declared-natural-disasters>
- You will need to provide the Authority with tax invoices for claims dated after 31 August 2019 for damages incurred.
- You will be expected to provide a range of supporting documentation, including the latest local council rate notice; latest available Tax Return and Financial Statement for your small business enterprise and complete copies of personal Tax Returns for each member of the small business.
- You should also include personal taxation returns for all beneficiaries of trusts and all Directors/ Shareholders of companies where other entities are involved.
- Complete applications will be assessed in order of receipt. Incomplete applications will not enter the assessment queue until all required information is provided.
- Applicants should note that past financial assistance under this program or any other program is not a reliable indicator of eligibility for future financial assistance under this program.
- Before applying for financial assistance under this program or making any decision, applicants should seek advice from their legal, business and financial advisers to determine their eligibility for and the terms of the financial assistance.
- To fast-track the assessment of your application and claims, you are encouraged to apply online at:

<https://www.raa.nsw.gov.au/grants/disaster-recovery-grants>

You can also lodge completed application forms including required documentation with the NSW Rural Assistance Authority by the following methods:

Email: [rural\\_assist@raa.nsw.gov.au](mailto:rural_assist@raa.nsw.gov.au)

Post: Locked Bag 23, Orange NSW 2800

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## Natural Disaster Grants Small Business

If you have difficulty understanding or completing the form you should seek the assistance of your rural/financial counsellor, business advisor, accountant or a trusted family member/friend.

Language Services (Interpreting and Translating) are available by contacting Multicultural NSW on 1300 651 500 or by visiting [languageservices@multicultural.nsw.gov.au](mailto:languageservices@multicultural.nsw.gov.au)

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## South Australian State Emergency Relief Fund Application for Assistance

- [Re-establishment Grants up to \\$10,000](#)
- [Financial Assistance from the SA Bushfire Appeal](#)
- [Disaster Recovery Payment](#)
- [Disaster Recovery Allowance](#)
- [Personal Hardship Emergency Grants](#)
- [Recovery grants for small business](#)
- [Recovery grants for primary producers](#)
- [Red Cross emergency grants](#)

### South Australian re-establishment Grants up to \$10,000 for Bushfire Residents

Eligible South Australians who are uninsured and have had their principal residence damaged by bushfires can apply for grants of up to \$10,000 to help them re-establish their homes.

The payments can be used to help repair bushfire-damaged homes or replace essential household items.

The payments are available only to those persons who meet the following criteria:

- Their primary residence has been damaged
- They meet an income test
- Their losses are not being met by insurance, compensation or other assistance measures
- The structure/dwelling component of the grant can only be paid to owner-occupiers
- The essential household and personal item component may be paid to owner-occupiers or tenants.



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Assistance is being provided under the jointly funded Commonwealth-State Disaster Recovery Funding Arrangements. The SA Housing Authority will administer the grants under its Emergency Relief arrangements.

For more information on eligibility please visit a relief centre or phone the SA Recovery Hotline on [1800 302 787](tel:1800302787) (8.00 am to 8.00 pm).

### Financial assistance from the SA Bushfire Appeal

If you have been directly affected by the fires in Cudlee Creek or on Kangaroo Island, you may be able to receive financial assistance from the SA Bushfire Appeal. To do this, [make an application to the State Emergency Relief Fund](#).

### Disaster Recovery Payment

The Australian Government [Disaster Recovery Payment](#) is a one-off payment to help you if a declared disaster significantly affects you.

If you're eligible you will get \$1,000 per adult and \$400 for each child under 16 years of age.

[More information on the Disaster Recovery Payment, including eligibility criteria](#) is available on the Department of Human Services website or phone [180 22 66](tel:1802266).

### Disaster Recovery Allowance

The [Disaster Recovery Allowance](#) is a short-term payment to help you if a declared disaster directly affects your income. It is payable for a maximum of 13 weeks from the date you lose your income.

[More information on the Disaster Recovery Allowance, including eligibility criteria](#) is available on the Department of Human Services website.

### Personal Hardship Emergency Grants

South Australians directly affected by the Kangaroo Island fires can apply for one-off emergency grants to assist with immediate, temporary relief. The Personal Hardship Emergency Grants of up to \$700 per family (or \$280 per individual adult) can be used at the discretion of each recipient but are intended to pay for essential items such as food, toiletries, clothing and medication. This assistance is provided through the jointly funded Commonwealth-State Disaster Recovery Funding Arrangements.

For more information including how to apply please phone the Recovery Hotline on [1800 302 787](tel:1800302787) or visit an Emergency Relief Centre in SA.



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## Recovery grants for small business

A grant of up to \$10,000 is available for eligible small businesses affected by the Kangaroo Island bushfires for costs associated with clean-up, restoration and rebuilding.

The grant is designed to assist with the immediate costs of beginning to rebuild and recover and is provided under the jointly funded Commonwealth-State Disaster Recovery Funding Arrangements (DRFA).

To learn more about eligibility criteria or to apply, [visit the Supporting Business in South Australia website](#).

If you have any questions, contact the SA Department for Innovation and Skills on [1300 142 820](tel:1300142820) or email [DIS.SmallBusiness@sa.gov.au](mailto:DIS.SmallBusiness@sa.gov.au)

## Recovery grants for primary producers

A grant of \$15,000 is available for eligible primary producers affected by the Kangaroo Island bushfires.

The grant is designed to assist with the immediate costs of beginning to rebuild and recover and is provided under the jointly funded Commonwealth-State Disaster Recovery Funding Arrangements (DRFA).

For more information, including eligibility criteria or to apply, phone the PIRSA Recovery Hotline on [1800 931 314](tel:1800931314) or [visit the PIRSA website](#).

## Red Cross Emergency Grants

Red Cross launched an emergency grants program on 23 December to support individuals and communities affected by severe bushfires across the country. The grants are available to people across the country whose primary place of residence (owner/occupied or rented) has been destroyed, or made uninhabitable or unfit to live in, as a result of a bushfire since 1 July 2019. Each household can apply for \$2,000, with funds provided as a contribution to meet basic recovery needs.

The Emergency Grants Program is one component of a broader Red Cross Recovery Program which provides funds directly to people in communities impacted by a disaster to meet basic needs. The funds are being distributed as part of this program will be drawn from the Red Cross Disaster Relief and Recovery fund (DRR) donated by the general public and corporate communities.

Please see the Red Cross website for [information on how to apply](#).

## Document replacement

If you have lost documents as a result of the December 2019 bushfires, you can access a priority service to replace birth, marriage and change of name certificates.

The Registrars of Births, Deaths and Marriages in any state will replace certificates free of charge. Free replacement certificates are restricted to documents for you and your immediate family.

For more information is available on the [sa.gov.au](http://sa.gov.au) website.

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## Victorian Assistance

Emergency financial assistance is available to eligible fire-affected community members in Ararat, Alpine, Ballarat, East Gippsland, Glenelg, Golden Plains, Indigo, Mansfield, Northern Grampians, Pyrenees, South Gippsland, Southern Grampians, Towong, Wangaratta, Wellington and Wodonga council areas.

Affected households can apply for all of these payments. Applying for one payment does not preclude households from applying for the others.

## Emergency Relief Assistance Payments

- Relief payments are intended to help meet immediate needs, including emergency food, accommodation, clothing, medication and personal items.
- Payments of up to \$560 per adult and \$280 per child (up to a maximum of \$1960 per eligible household).
- The payments are designed to help eligible people experiencing personal and extreme financial hardship due to the fires.
- To find out if you are eligible, visit a relief centre in the area. Go to [https://www.emergency.vic.gov.au/relief/#relief\\_and\\_recovery\\_centres](https://www.emergency.vic.gov.au/relief/#relief_and_recovery_centres) to check which relief centres are open.
- If you have relocated to Melbourne or other areas away from these relief centres you can call: 1800 961 054 (9am – 5pm, 7 days per week) for more information.

## Relief payments are NOT available for:

- to cover the costs of cleaning up fallen trees or branches in people's yards
- to cover the cost of repairing fences from fallen trees. If a tree has fallen on your house, please call the SES or your local council for more information.
- to people impacted by power outages. Contact your energy distributor if you have any questions.
- Business losses or compensation for the loss of income
- the replacement of fencing
- motor vehicle repairs or towing
- paying insurance excess

## Emergency Re-establishment Payments

- Emergency re-establishment assistance is available if your principal place of residence (your home) is uninhabitable for more than seven days because of an emergency.
- Provides up to \$42,250 per eligible household experiencing financial hardship, who have been affected by fire at their primary place of residence.

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- The grants will be available for clean-up, emergency accommodation, repairs, rebuilding (a principal place of residence), and replacing some damaged contents.
- Re-establishment assistance is available to individuals or families who do not have building (home) insurance or contents insurance.
- <https://services.dhhs.vic.gov.au/personal-hardship-assistance-program>

Households should visit a relief centre, to discuss assistance options.

Assistance is being provided through the jointly funded Commonwealth-State Disaster Recovery Funding Arrangements (DRFA).

## Australian Government Disaster Recovery Payment

- \$1000 per adult and \$400 per child
- For people who have been seriously injured, have lost their homes or whose homes have been directly damaged, or are the immediate family members of a person who has died, as a direct result of the bushfires.
- People in Towong and East Gippsland are eligible for these payments. For further information, visit <https://www.humanservices.gov.au/individuals/services/centrelink/victorian-bushfires-december-2019-australian-government-disaster-recovery-payment>

## Disaster Recovery Allowance

- **Up to 13 weeks income support for those who have lost income as a direct result of the bushfires**
- **Equivalent to Newstart or Youth Allowance**
- <https://www.humanservices.gov.au/individuals/services/centrelink/victorian-bushfires-december-2019-disaster-recovery-allowance>

## Financial counselling

The Rural Financial Counselling Service is also available to farmers across all fire affected areas, offering free and independent financial support to primary producers and non-agriculture related small businesses. The service can be contacted on 1300 834 775.

Financial counsellors are professionals, regulated by federal legislation and employed by not for profit community organisations. They provide information, advice and advocacy support free of charge, assisting people in dealing with life situations involving debt and hardship, dealing with creditors, and stabilising finances. The National Debt Helpline is staffed by financial counsellors and can be contacted on 1800 007 007.

## MTAA National Industry Associations





# MTAA

PO Box 6298 Kingston ACT 2604 \* 02 51008239 \* [admin@mtaa.com.au](mailto:admin@mtaa.com.au) \* [www.mtaa.com.au](http://www.mtaa.com.au)



## Insurance

If you have property or contents insurance, you should contact your insurance company as soon as possible after the fire.

- Ask your insurer for advice on actions you should take
- Do not discard or throw away damaged items without first consulting your insurance company
- Make a list of items that have been damaged and take photographs if possible
- Keep receipts for any emergency repair work

For assistance with insurance contact the Insurance Council of Australia on 1800 734 621 (24-hour hotline). You can find information on lodging a claim following a disaster here: [www.disasters.org.au](http://www.disasters.org.au).

For further details on insurance advice see [Understand Insurance](#).

## Replacing documents and identification

The Registry of Births, Deaths and Marriages Victoria will replace certificates that were lost in the recent bushfires, free of charge. You can call the Department of Justice and Community Safety on 03 5215 8500 and they will mail the forms to you.

If you've been affected by the recent fires VicRoads can:

- refund your remaining registration without any admin fees for any fire damaged vehicles
- replace vehicle and/or boat registration documents required for insurance claims
- replace your licence/learner permit/marine licence card for free.

For assistance, contact VicRoads on 13 11 71 or visit a [VicRoads Customer Service Centre](#). Further information can be found at <https://www.vicroads.vic.gov.au/licences/renew-replace-or-update/bushfire-relief-assistance>

## Support for people with unpaid fines

Fines Victoria is providing assistance to people who have been impacted by the fires and have unpaid fines. [Contact Fines Victoria](#) to discuss your options and the support available.

You can also arrange to pay fines by [instalments](#) or [extension](#), or [request a review](#) if you believe a fine was unfairly issued or there is a valid reason why it should be withdrawn.

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## Emotional recovery

### **Counselling services**

#### **Regional Access (24 hours)**

Free professional telephone and online counselling for people 15 years and older living or working in regional South Australia.

Phone [1300 032 186](tel:1300032186) for immediate support

[Regional Access online counselling](#)

#### **Lifeline (24 hours)**

Phone [13 11 14](tel:131114) for immediate support

[Lifeline online counselling](#) (7.00 pm to Midnight, Sydney time)

[Coping after a natural disaster](#)

#### **Kids Helpline (24 hours)**

Free counselling for people 5 to 25.

Phone [1800 55 1800](tel:1800551800)

[Kids Helpline online counselling](#)

For further information please contact your local Motor Trades Association or Automobile Chamber of Commerce

## **MTAA National Industry Associations**

