

## Resources and services available for disaster affected communities

When communities face disaster it is often difficult to know where to start to find the right resource for help or guidance - being there for each other and the communities affected is what matters most.

We have created a list of some government initiatives and additional resources that are currently available to support families and communities facing disaster or in the future as communities head into disaster recovery.

This is not a complete list of help and resources that may be available to you and your community, but we hope it is a useful place to start.

### Government initiatives

**New South Wales Government** provides information on financial help and support services to help you recover if you're affected by a disaster. Visit the New South Wales Government website for more information.

<https://www.nsw.gov.au/emergency/floods/recover/flood-recovery-updates>

Grants and payments for individuals and households

<https://www.nsw.gov.au/emergency/recovery/financial-support-for-individuals>

Disaster relief grants for individuals

<https://www.nsw.gov.au/departments-and-agencies/nsw-reconstruction-authority/about-us/disaster-funding/disaster-relief-grant-for-individuals>

**New South Wales Government: Department of Health** provides important public health information relating to floods including staying safe around floodwater and protecting yourself from infectious diseases.

[https://www.health.nsw.gov.au/emergency\\_preparedness/weather/Pages/storms-and-floods.aspx](https://www.health.nsw.gov.au/emergency_preparedness/weather/Pages/storms-and-floods.aspx)

**Australian Government: Department of Home Affairs** website provides information on disaster recovery funding arrangements, including support for personal hardship and distress assistance, removal of debris and personal and financial counselling in affected LGAs.

<https://www.disasterassist.gov.au/Pages/disasters/new-south-wales/nsw-east-coast-severe-weather-agrn-1212.aspx>

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**Australian Government: Department of Human Services** provides support for people affected by natural disasters. Although there is currently little information on their website for the flooding in New South Wales, it is likely that more information on whether you may be eligible for a support payment will appear soon. [Visit the website](#) for more information.

<https://www.servicesaustralia.gov.au/new-south-wales-natural-disaster-support?context=60042>

## Resources and factsheets

**Australian Financial Complaints Commission (AFCA)** – The [AFCA](#) has dedicated support available for individuals and small businesses impacted by severe weather and floods, including those affected by cyclones. Visit their website or call free call 1800 931 678

<https://www.afca.org.au/make-a-complaint/insurance/floods-and-storms-disaster-support>

**Australian Childhood Foundation** has downloadable resources to help support professionals working with families and children.

<https://professionals.childhood.org.au/resources/>

**Australian Psychological Society** provides information on the impacts of disasters such as flood and recovering from a natural disaster including the fact sheet [Promoting safety, comfort and help after a disaster](#). For more information visit the dedicated section on their website.

<https://psychology.org.au/for-the-public/psychology-topics/disasters>

**Australian Red Cross** provide resources for Parents and Teachers of pre-school to year 12 students about important emergency preparedness and recovery information.

<https://www.redcross.org.au/get-help/emergencies/resources-about-disasters/resources-for-parents-and-teachers>

**Beyond Blue** has created a [web page](#) that provides links to resources and support for those affected by floods below. Support and information vary from state to state.

<https://www.beyondblue.org.au/mental-health/natural-disasters-and-your-mental-health/flood-support>

**Emerging Minds** have a range of resources available to support the mental health and wealth being of children and families. They have many resources available including [podcasts and factsheets](#) to support families who have experienced the trauma of flood.

<https://emergingminds.com.au/?s=flood>

**Queensland Government** provides [Birdie's Tree natural disaster resilience resources](#). Visit the [website](#) for information and resources to help children and families build emotional resilience to cope with and recover from natural disasters. This site includes relevant children's books, information sheets and ways to connect for mental health support. *Although this is a Queensland government resource the information included is relevant for all families facing natural disasters.*

<https://www.childrens.health.qld.gov.au/our-work/birdies-tree-natural-disaster-recovery/birdies-tree-natural-disaster-resilience-resources>

**Gender and Disaster Australia** ('GADAus') A national organisation offering evidence-based education, training, and resources to address the harmful impacts of gendered expectations in disaster.

<https://genderanddisaster.com.au/>

## Helpful phone numbers

ORGANISATION	NUMBER
Beyond Blue	1300 224 636
Lifeline	13 11 14
Men's Line	1300 789 978
Headspace	1800 650 890
Suicide Call Back Service	1300 659 467
Kids Helpline	1800 551 800
NSW Mental Health Line	1800 011 511

## Additional Information

Child-centred disaster risk reduction: can disaster resilience programs reduce risk and increase the resilience of children and households? (Ronan, Haynes, Amri, Towers, Alisic, Davie, Ireland & Petal 2016) Australian Journal of Emergency Management, Volume 31, Issue 3. pp. 49-58.

[https://www.researchgate.net/publication/311260133\\_Child-centred\\_disaster\\_risk\\_reduction\\_Can\\_disaster\\_resilience\\_programs\\_reduce\\_risk\\_and\\_increase\\_the\\_resilience\\_of\\_children\\_and\\_households](https://www.researchgate.net/publication/311260133_Child-centred_disaster_risk_reduction_Can_disaster_resilience_programs_reduce_risk_and_increase_the_resilience_of_children_and_households)

Child friendly spaces: Protecting and supporting children in emergency response and recovery, (Stuart, Williams, Davie & Erwin 2014) Australian Journal of Emergency Management, Volume 29, Issue 1.

<https://search.informit.com.au/documentSummary;dn=828461723631303;res=IELAPA>

Children aren't liabilities in disasters – they can help, if we let them (Eriksen, Amri, Towers, Calgaro, Richardson, Haynes & McKinnon 2018) The Conversation.

<http://theconversation.com/children-arent-liabilities-in-disasters-they-can-help-if-we-let-them-93794>