

# **PUBLIC CONTACT NUMBERS AFTER DISASTER**

## **Personal Hardship and Distress - 1800 018 444**

Community Services can provide disaster relief grants to eligible individuals and families whose homes and essential household items have been destroyed or damaged by a natural disaster. People with limited financial resources and no insurance may be eligible for assistance for essential household items and structural repairs to the home.

## **Housing issues - 1300 468 746**

## **Insurance - 1300 728 228**

The Insurance Council Australia recommends policyholders:

- Make contact with your insurance company and seek advice about the claims process under your policy.
- Do not be concerned if insurance documents have been lost as a result of damage caused by the severe weather. Insurance companies keep records electronically and only require the policyholders' name and address in order to locate a policy.
- After notifying your insurer remove water and mud damaged possessions from your property, such as carpets and soft furnishings, for hygiene reasons and dispose of them as part of the clean up process.
- Take photos and make an inventory of damaged possessions, if possible, and record details of items to assist in the claims assessment process.
- Contact your insurer before authorising major repairs.

## **Small Business - 1800 678 593**

Loans are available at a concession rate to small businesses affected by disasters and which meet certain eligibility criteria. This finance is available to those unable to obtain assistance through normal channels.

## **Sporting Clubs - 9228 5198**

A special scheme is available to assist sporting clubs in meeting the costs of restoration of essential club facilities that have been damaged or destroyed. The assistance is made available to those clubs which do not have the financial capacity to meet restoration costs from their own resources, but which have the capacity to repay any loan that may be granted.

## **Church and Voluntary Non-Profit Organisations - 9228 5198**

Loan assistance is available to churches and voluntary non-profit organisations for the restoration of essential facilities that have been damaged or destroyed. Eligible groups will usually perform a service for the community or environment and are funded by grants or donations. Non-profit organisations that perform a commercial function, charge a fee for a service or represent commercial or industrial groups, e.g. industry bodies are not eligible for assistance. As with other schemes, assistance is only available to those organisations which do not have the financial capacity to meet restorations costs from their own resources, insurance and are unable to obtain assistance through normal channels.

## **Motor Vehicle Owners - 1300 139 814**

Motorists whose cars have been written off as a result of a natural disaster may be eligible for a stamp duty refund on their replacement vehicle. Refunds are made Motorists whose cars have been written off as a result of a natural disaster may be eligible for a stamp duty refund on their replacement vehicle. Refunds are made where the written off vehicle was comprehensively insured and the insurance does not cover duty for a replacement vehicle.