

NSW Bushfires - September 2019 - 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.

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You have until **5 July 2020** to make a claim for the following Local Government Areas:

- Armidale
- Bega Valley
- Blue Mountains
- Central Coast
- Cessnock
- Clarence Valley
- Coffs Harbour
- Eurobodalla
- Glen Innes-Severn

- Hawkesbury
- Kempsey
- Kyogle
- Lismore
- Lithgow
- Mid Coast
- Mid-Western
- Nambucca
- Port Macquarie-Hastings
- Queanbeyan-Palerang
- Richmond Valley
- Shoalhaven
- Singleton
- Snowy Valleys
- Tenterfield
- Walcha
- Wingecarribee
- Wollondilly.

What is it

The Australian Government Disaster Recovery Payment is a one-off payment to help you if a declared disaster significantly affects you. It's not for minor damage or inconvenience.

You can choose to get this payment in 2 instalments if you prefer.

Who can get it

To get the Australian Government Disaster Recovery Payment you must:

- be an [Australian resident](#) or hold an eligible visa
- be 16 years or older at the time of the fire or getting a social security payment

- have not already received an Australian Government Disaster Recovery Payment for the bushfires in August, September, October, November, December 2019 and January 2020 in NSW.

You also need to have been adversely affected by the fire. For example:

- you have been seriously injured
- you're the immediate family member of an Australian citizen or resident who died
- your principal place of residence has been destroyed or must be demolished
- the interior of your principal place of residence has sustained major damage
- damage from the fire has exposed the interior of your principal place of residence to the elements
- your principal place of residence has been declared structurally unsound
- the interior of your residence has been affected by sewerage contamination
- you're the principal carer of a dependent child who has experienced any of the above.

For the purposes of this payment:

- your principal place of residence is the main place where you have a right or license to normally reside. It doesn't include holiday homes or investment properties
- you're a principal carer of a child if the child is your dependent and has not turned 16. The principal carer must have legal responsibility for the day-to-day care, welfare and development of the child.

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

You cannot claim on behalf of a person who has died or their estate.

How much you can get

If you're eligible you will get:

- \$1,000 per adult

- \$400 for each child younger than 16.

How to claim

Complete the following steps to claim the Australian Government Disaster Recovery Payment.



1. Get ready to claim

The fastest way to claim is over the phone. Call us on 180 22 66 where we can take your claim.

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



2. Get your documents ready

You may need to provide evidence to show you can get this payment. For example, proof of hospital admission or damage to your principal place of residence.

If you're having trouble getting these documents you should still lodge a claim without delay. You

can provide your supporting documents to us within 28 days.

You may also need to confirm your identity. We'll 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. 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. Call us on 180 22 66.

How to manage your payment

It's your responsibility to decide to claim for this payment based on your personal circumstances. It's also your responsibility to ensure that the information you provide in your claim is true and correct.

What other services are available

- [Disaster Recovery Allowance](#)
- [Ex gratia Disaster Recovery Payment](#)
- [Ex-gratia Disaster Recovery Allowance.](#)

For further assistance search [Payment and Service Finder](#).

If you're affected by family and domestic violence:

- call us on 132 850 and ask to speak with one of our departmental social workers - 8 am and 5 pm (local time) Monday to Friday, and
- go to our [family and domestic violence](#) webpage for more information.

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