

Help re-establishing your business

The NSW Government has set up a bushfire customer care service to help people and businesses. No matter where you are in your bushfire recovery process; whether you need a single service or a specialist to guide you every step of the way, Service NSW is here to help get your business going again.

Personalised services

Our Service NSW Business Concierge know what support is available across all levels of government and can guide you through every step. They can help:

- replace personal and business documents like licences, permits and certificates
- directly impacted small businesses apply for a bushfire recovery grant
- you apply for low-interest loans
- connect you with free local business advisors
- fill out forms and reduce your paperwork
- licensees with Liquor & Gaming NSW
- provide information for employees about allowances and the help available.

Business Connect

Business Connect advisors have experience running their own small business. They'll be able to advise you on matters such as managing your cash flow and how to access financial support. Advisors are travelling to impacted areas and can visit you at your business.

Financial support

Disaster relief grants and loans

- **Small Business and Non-Profit Organisation Grant** up to \$50,000
Available to directly damaged small businesses and non-profit organisations in declared disaster areas, to help pay for costs associated with the clean up and reinstatement of operations.
- **Special Disaster Grant - Bushfires (Primary Producers)** up to \$75,000
Available to directly affected primary producers in declared disaster areas, for immediate clean up and repairs to infrastructure.
- **Bushfire Working Capital Loan** up to \$50,000
Available to directly and indirectly affected small businesses, non-profit organisations and primary producers in declared disaster areas, to restore or replace damaged assets or to meet working capital needs.

Bushfire Recovery Loan up to \$500,000

Available to directly and indirectly affected small businesses, non-profit organisations and primary producers in declared disaster areas, to restore or replace damaged assets or to meet working capital needs.

Disaster Recovery Allowance (to cover lost income)

Services Australia is offering a Disaster Recovery Allowance if a declared disaster directly affects your income. This short-term payment is available to cover a maximum of 13 weeks and is paid from the date you lose your income as a direct result of the NSW bushfires.

No-cost clean up

\$25 million has been allocated for the clean up of both insured and uninsured homes and businesses damaged by bushfire, at no cost to the owners.

Fence repair

If your land borders national park or nature reserves and your fences have been damaged or destroyed, the National Parks and Wildlife Service is offering help to replace or repair your fence.

Deferred taxes and fines

Revenue NSW has paused enforcement and audits relating to payroll tax for 3 months, and the enforcement of fines for 28 days.

Local business capability

Government agencies will source work from local businesses in affected areas where possible and are calling for businesses to register their capabilities.

Additional support

Service NSW bushfire customer care service

An online one-stop-shop of help available from local, state and federal government.

Dispute resolution

The NSW Small Business Commission helps parties talk about their problems and work towards a solution through negotiation and communication, and can help small businesses with issues including retail leasing and insurance concerns.

Mental health

NSW Health is providing additional staff and resources in impacted communities. Their support includes advice and pathways to care for people who need specialist assistance.

Get in touch with us

Visit: **Any Service NSW Centre, Mobile Service Centre
or a Bushfire Recovery Centre**

Online: **service.nsw.gov.au**

Call: **13 77 88**