

Recovery Support - Severe Weather Event August/September 2024

Knowing what support is available and where to find it is an important part of your recovery process.

Financial Support

Temporary Living Support Grant

This grant is to meet temporary living expenses beyond normal day to day expenses where the principal place of residence has been without power for 7 days or more and/or is uninhabitable due to damage.

For: Tasmanians whose principal place of residence have gone without power for 7 days or more, or who cannot live in their principal place of residence because it has been damaged by the August/September storms and floods.

Amount: Grants of \$2,000 for any one household. A grant is available for each 7-day period your household is without power and/or is uninhabitable (cannot be lived in) due to damage.

You can receive this grant even if you have previously received an Emergency Food Grant or an Emergency Assistance Grant.

More information: www.TasRECOVERY.com

Emergency Food Grant (Power Outage)

Emergency Food Grants are now available for Tasmanian households that have not had power for 72 consecutive hours (3 consecutive days) or more. The purpose of the Emergency Food Grant is to assist impacted households get:

- Food/groceries;
- Meals; and/or
- Food delivery services.

For: Tasmanian households who have gone without power for at least 72 hours are eligible.

Amount: A one-off payment of \$350 per household is available to impacted households (regardless of how many occupants).

More information: www.TasRECOVERY.com

TasNetworks Compensation Packages

Compensation packages are available for customers who have experienced a lengthy power outage or multiple outages in a 12-month period.

For: If you are eligible for a payment, it will be sent to you automatically. You don't have to do anything.

Amount: You will receive a cheque payment by mail made out to the name/s appearing on your power bill from your energy retailer.

More information: <https://www.tasnetworks.com.au/power-outages/Our-power-supply-guarantee>

The Salvation Army Emergency Disaster Assistance (EDA)

The Salvation Army provides Emergency & Disaster Assistance (EDA) to people who have been heavily impacted by a 'single incident' emergency.

For: Community Members who are in financial hardship and/or have suffered significant loss as a result of the incident.

More Information: Talk to your local Council, who will be able to help you with a referral.

Community Support

Community organisations are providing support *where possible* for those impacted by the power outages. Please use the below details to get in contact with your community organisations directly with any questions.

Neighbourhood Houses Tasmania

Neighbourhood Houses Tasmania (NHT) are currently providing essential services aimed at easing the discomfort caused by power disruptions. Residents can rely on Neighbourhood Houses for a warm meal, a place to charge their electronic devices, and facilities to maintain personal hygiene.

North-West Tasmania	Northern Tasmania
Burnie – 24 Wiseman Street, Shorewell Park	Beaconsfield – 133 Grubb Street
Devonport – 10 Morris Avenue	Exeter – 39 Main Road (Tresca Community Centre)
East Devonport - 106 David Street	George Town – 187 Agnes Street
Rosebery – 8 Agnes Street	Mowbray – Dover Street (Northern Suburbs Community Centre)
Ulverstone – 8 Lugana Street, West Ulverstone	Newnham – 49 George Town Road (Northern Suburbs Community Centre)
Zeehan – 27 Belstead Street	Ravenswood – 6 Prossers Forest Road (Starting Point)
	Scottsdale – 3 Cameron Street

Meals on Wheels Tasmania

Wynyard Branch

Phone: 6272 0887

Address: 120 Goldie Street, Wynyard

Email: wynyard@mowtas.org.au

Devonport Branch

Phone: 6423 3272

Address: 113 Don Road, Devonport

Email: devonport@mowtas.org.au

Central Coast Branch

Phone: 6272 0887

Address: 15-19 Eastland Drive, Ulverstone

Email: centralcoast@mowtas.org.au

Smithton Branch

Phone: 6272 0887

Email: smithton@mowtas.org.au

Northern Midlands & Deloraine Branch

Phone: 6272 0887

Address: Riverlands Christian Community Centre 159 Wellington Street, Longford

Email: northernmidlands@mowtas.org.au

Other support

Counselling and mental health support

FindHelpTAS (www.findhelptas.org.au) lists services that may be helpful in an emergency. Or you can contact one of the services below who are here to help.

- Lifeline: **13 11 14** (24 hours, 7 days), www.lifeline.org.au
- Beyond Blue: **1300 224 636** (24 hours, 7 days), www.beyondblue.org.au
- MensLine Australia: **1300 789 978** (24 hours, 7 days), www.mensline.org.au
- Kids Helpline: **1800 551 800** (24 hours, 7 days), www.kidshelpline.com.au
- Headspace: **1800 650 890** www.headspace.org.au
- Rural Alive and Well (RAW): **1300 4357 6283** (24 hours, 7 days), www.rawtas.com.au
- ReachOut: www.au.reachout.com
- 13Yarn: **13 92 76** (24 hours, 7 days)
- Suicide Call Back Service: **1300 659 467** (24 hours, 7 days)
- Alcohol and Drug Information Service and Family Drug Support: **1800 811 994**
- Alcohol and Drug Services (Department of Health): **1300 139 641**
- Council of the Ageing: <http://friendline.org.au>
- Australian Red Cross: Telecross **1300 885 698**
www.redcross.org.au/services/telecross

Recovery Information

The TasRECOVERY website (www.tasrecovery.com) can connect you with support, advice and services to help you recover from an emergency.

If you have any questions about recovery matters, you can email us at recovery@dpac.tas.gov.au

You can also follow TasRECOVERY on social media to stay up to date with the Tasmanian Government's current recovery activities:

- TasRECOVERY Facebook – www.facebook.com/TasRECOVERY
- TasRECOVERY x (Twitter) – www.x.com/tasrecovery

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