

# Flood Assistance

**Service NSW** are providing a one stop shop for people and businesses to access all available recovery services. People can call 13 77 88 or visit [service.nsw.gov.au](https://www.service.nsw.gov.au) to access the following information:

- Accommodation advice
- Relevant charitable services
- Mental health and wellbeing services
- Support for businesses
- Financial assistance
- Insurance and legal support
- Replacing lost ID

## **CLEAN UP IS COMMENCING**

All flood-impacted households and businesses will receive clean-up assistance - including the removal of debris, mud and green waste - regardless of insurance status.

The priority will be ensuring roads are accessible, making places safe for people to return, assisting with washout and clean up and removing bulk waste to provide initial relief

Skip bins and dump trucks will start appearing on streets. Please follow the directions of where to put your waste.

Where skip bins or dump trucks are not yet deployed, separation on kerbside will assist. Separate waste into the following groups:

- food waste (use your red lid bin first. If the bin is full put food waste in a container on the curb side)
- hard bulk waste (furniture, carpets, mattresses)
- green waste (vegetation)
- scrap metal (whitegoods and e-waste)
- hazardous materials (gas bottles, paint, pool chemicals, unlabelled drums)

There will be a phased response to community recovery. As impacts become clearer, packages will be developed to support flood impacted industries, including primary producers, as well as rebuilding damaged infrastructure to be more resilient to future events.

**Please see over for advice on how to stay safe during clean up.**

# Clean Up Advice



Do not enter a damaged building or structure, unless deemed safe to do so by authorities.



Contact your insurance company directly and take plenty of photos of any property and contents damage before removing and disposing of items.



If your house was built before 1987, it is likely to contain asbestos. Find out what asbestos looks like and where it could be at [asbestos.nsw.gov.au](http://asbestos.nsw.gov.au). Keep asbestos waste separated from other waste you are removing, and do not put it in red bins or skip bins.



If removing/moving waste, remember to practice basic hygiene and use appropriate personal protective equipment, including dust mask, gloves, covered shoes/boots and full-length clothing cover for arms and legs.



If using disinfectants and/or other cleaners, follow safety advice on labels and do not touch eyes and face.



Be alert to snakes, spiders, rats and other wildlife that may have taken refuge in the building, structure or furniture.



Wall and floor cavities should be checked for mud, debris and floodwater. If items are not completely dry mould or mildew may develop.



When collecting and removing rotting material such as spoiled food or vegetation, always wear a nose and mouth guard or dust mask.