



Australian Government

Department of Human Services

medicare

centrelink

child support

Australian Government Disaster Recovery Payment (AGDRP)

New South Wales Floods—January 2012

Community Recovery Assistance

The Australian Government Disaster Recovery Payment (AGDRP) is available to assist people who have been adversely affected by the flooding that began in January 2012 in affected local government areas within New South Wales. If you or someone you know has been affected by this disaster you should contact us to check your eligibility. You have until **6 August 2012** to claim.

What is the AGDRP?

The Australian Government Disaster Recovery Payment, or the AGDRP, is a one-off payment for people who have been adversely affected by a disaster.

If you are eligible you will receive:

- \$1000 per adult
- \$400 for each child (under 16 years of age).

Who is eligible to receive the payment?

You, your partner and/or children may be eligible to receive the AGDRP if you:

- are an Australian resident, **and**
- are 16 years or older or are receiving a social security payment, **and**
- have not already received an Australian Government Disaster Recovery Payment for the disaster, **and**
- have experienced one or more of the following:
 - you have been seriously injured, **or**
 - you are the immediate family member of an Australian killed as a direct result of the disaster, **or**
 - your home has been destroyed or has sustained major damage, **or**

- you have been stranded in your home, or unable to gain access to your home, for a period of at least 24 hours, **or**
- your home was without electricity, water, gas, sewage services or another essential service for a continuous period of 48 hours, **or**
- you are the principal carer of a dependent child who has experienced any of the above.

Evidence of damage to your home may be required before we can approve your claim.

How is the payment made?

Payments will be made to a bank, building society or credit union account held in your name. A joint account is acceptable. If you do not have an account or are unable to access your account, please talk to us about alternative arrangements.

What information do I need to provide?

Before you can get paid, you (and your partner) may need to show us proof of identity (e.g. driver's licence or passport) and evidence you are eligible for this payment (e.g. hospital admission, evidence of damage to principal home). Even if you cannot provide this immediately, you should lodge a claim without delay and provide the supporting documents to us **within 14 days**.

How do I claim?

You can:

- call us on **180 22 66**
- complete, sign and take your claim form to your nearest Department of Human Services (Centrelink or Medicare) Service Centre or Agent, or post to:

**New South Wales Floods—January 2012
Processing Centre
Reply Paid 7815
Canberra BC ACT 2610**

You can also fax your form to **1300 727 760**. Please ensure any accompanying documentation is also clearly identified with your name.

How long do I have to claim the payment?

You have until **6 August 2012** to complete and lodge your claim for this payment.

What other assistance is available?

Our social workers can provide counselling, support and information regarding services available. Call **180 22 66** to arrange to speak with a social worker.

Do you use Centrepay?

If you are a current customer using Centrepay you should contact us on **132 850** as soon as possible if you want to stop or change your deductions.

For more information

Call us on **180 22 66**, visit your nearest Department of Human Services (Centrelink or Medicare) Service Centre or Agent or go to our website at **humanservices.gov.au**

To speak to us in languages other than English, call **131 202**.

Terms and Conditions for SMS

We may send you information messages appropriate to your circumstances. No Department of Human Services generated SMS or email will contain your name or contact details. You will not be required to respond by SMS or email to any Department of Human Services generated messages. These services are voluntary and you are able to withdraw at any time. We will not include direct links to any website within an email from this service. The *Social Security (Administration) Act 1999* and the *Electronic Transactions Act 1999* together enable the Department of Human Services to send SMS notifications to customers covering the types of decisions set out in this claim.

Privacy and your personal information

Personal information is protected by law, including the *Privacy Act 1988*. The authority to collect this information is contained in the social security law.

The information you provide when you claim will be used to determine your eligibility for, and provide payments and services to you, and where relevant, third parties. Certain information may be used to detect or prevent fraud.

The Department of Human Services may disclose limited personal information about you to other individuals when your circumstances affect their entitlement to payments and services.

Relevant information from your claim will be given to Australian and State Government Departments and Agencies who are involved in the joint administration of this Disaster.

The Department of Human Services may give your information (including information that you have received assistance from Centrelink) to humanitarian, welfare and charitable organisations for the purposes of providing assistance to persons affected by the major Disaster.

In order to collect relevant immigration records, The Department of Human Services will disclose information needed to identify you, and where applicable your partner and child(ren), to the Department of Immigration and Citizenship.

Limited personal information collected from you may be used to conduct customer research run by the Department of Human Services, Government Departments or by research organisations on their behalf. Your participation in customer research is valued, however if you do not wish to take part please call the Customer Relations number on **Freecall™ 1800 050 004** (refer to the factsheet titled Market research and you for more information).

The Department of Human Services can give your information to other persons, bodies or agencies without your permission in circumstances where Commonwealth legislation requires or authorises the disclosure.

You can get more information from the factsheet titled *Your Right to Privacy*. You can get this by calling **180 22 66** or go to our website at **humanservices.gov.au**

Disclaimer

The information contained in this publication is intended only as a guide to payments available.

What are your responsibilities?

It is your responsibility to decide if you wish to apply for a payment and to make the application, having regard to your particular circumstances.

The information is accurate as at 6 February 2012 but may change. If you use this publication after that date, please check with us that the details are up to date.

What if you deal with a third party?

You may deal with a third party who is not a member of our staff. If you do so, please remember that we have not authorised any third parties to provide information or advice to you about payments.