

Support services for NSWPF Employees and their family affected by the floods: NSW Police Employees



INITIAL INFORMATION:

- Police Association NSW - For members of the association affected by the floods, PANSW may be able to provide immediate financial assistance. **Phone:** (02) 9265 6777, **Email:** info.centre@pansw.org.au **Website:** <https://www.pansw.org.au/>
- **Public Service Association NSW** - For members of the PSA NSW, eligible members may be able to apply for \$1000 of Emergency Relief Funding. **Phone:** 1300 772 679, **Email:** membersupport@psa.asn.au
- For Police employees in NSW Police Housing (And those eligible for NSW Police Housing), affected by the floods, temporary accommodation may be able to be provided. **Contact:** Matthew Pankasz, Police Housing (Department of Planning and Environment), **Phone:** 02 9334 9289, **Mobile:** 0436 671 843, **Email:** matthew.pankasz@property.nsw.gov.au
- Police employees affected by the floods, are advised to speak to their commands to see what support can be provided.
- Affected staff to contact their insurance companies and be aware Government subsidies may be available - see below for information.

SUPPORT FOR NSWPF EMPLOYEES AND THEIR FAMILY:

- **EAP** - EAP provides free confidential counselling of up to 6 sessions for employees and their immediate family. **Phone:** 1300 667 197 (24hrs, 7 days a week).
- **Incident Support** (For employees only) - NSWPF employees who are impacted by a critical or potentially traumatic incident, can speak to a psychologist by phone, telehealth or face-to-face. **Phone:** 1300 667 197 (24hrs, 7 days a week).
- **Family Support Coordinator** - Provides emotional support, information and guidance about support services to NSWPF employees and their immediate family. **Phone:** 0455 358 324 / (02) 9285 3848 (During normal office hours). **Email:** familysupport@police.nsw.gov.au
- **NSWPF Chaplains** - Supporting NSWPF employees and their immediate family, with spiritual welfare support, counselling and responding to potentially traumatic events. **Contact telephone:** (02) 9285 3555, **E/N:** 53555, **Email:** seniorchaplains@police.nsw.gov.au
- **Peer Support Officers** - (For Employees) Both officers and civilian employees, trained in listening and referral. Available at your commands. **Email:** [#PSO](https://twitter.com/PSO)

GRANTS AND FUNDING SUPPORT: (ELIGIBILITY CRITERIA MAY APPLY).

- **Disaster Recovery Allowance** – May be able to provide support if you've lost income as a direct result of the floods in NSW.
<https://www.servicesaustralia.gov.au/nsw-floods-february-2022-disaster-recovery-allowance>
- **Disaster Relief Grant for Individuals** – Financial assistance for eligible individuals and families whose homes have been damaged by a natural disaster. **Tel:** 13 77 88
<https://www.nsw.gov.au/resilience-nsw/disaster-relief-grant-for-individuals>
- **Back Home Grant** (Flood recovery) – If your home has been damaged by the floods, you may be eligible for a one off payment.
<https://www.service.nsw.gov.au/transaction/apply-flood-recovery-back-home-grant>
- **Disaster Recovery Payment** – If eligible, a lump sum payment may be provided to help people seriously affected by the NSW Floods.
<https://www.servicesaustralia.gov.au/nsw-floods-february-2022-australian-government-disaster-recovery-payment>
- **Your bank or financial institution** – Some banks may have financial support in place for assisting their customers with natural disasters. Contact your bank directly. For example, information from NAB to their customers is provided here:
<https://news.nab.com.au/news/nab-extends-1000-grants-to-customers-impacted-by-northern-nsw-floods/>

FOR EMERGENCY HELP IN A FLOOD OR STORM:

- **NSW State Emergency Service** – Has the latest information on the floods, what to do in an emergency, steps to aid clean up and recovery **Phone:** 132 500,
Website: <https://www.ses.nsw.gov.au/>

FOR YOUNG CHILDREN:

- For explaining about floods/natural disasters to small children.
Birdie Books – A free online Qld Government resource – **Website:** <https://www.childrens.health.qld.gov.au/chq/our-services/mental-health-services/qcpimh/natural-disaster-resources/storybooks/>
- **Kookaburra Kids** – Events, camps and online activities for 8-18 year old kids impacted by family mental illness. **Phone:** 1300 566 525, <https://kookaburrakids.org.au/>