



Resilient Lismore Repair to Return Program Homeowner Guidelines

Program Overview

This program is designed to aid community recovery from the 2022 February/March floods with funding provided by the NSW Reconstruction Authority.

The Repair to Return project will facilitate the partial restoration of at least 250 homes; and the restoration of essential plumbing to at least 100 homes. The Project is being delivered across the Northern Rivers and all requests for assistance from people impacted by the disaster of February / March 2022 will be assessed for eligibility.

Resilient Lismore has been delivering a partial restoration model of disaster assistance since the disaster occurred, the organisation has developed a flexible and adaptive assessment program which meets the individual need of each community member requesting assistance and the differing requirements for each dwelling.

Requests for assistance are received either online or face to face at the Hub in Lismore or through referrals from organisations delivering Recovery Support Services and other community services; those requests are then assessed by Resilient Lismore staff, who attend the property to undertake a site assessment as well as an assessment of current living situation of the applicant and any vulnerabilities. This assessment is used to determine eligibility. Once the request is accepted into the program, Resilient Lismore works with local construction companies, trades people and skilled volunteers to deliver a scope of works agreed with the help seeker.

Key Program Dates

1 October 2023	Applications Open at 9:00am AEDT
1 June 2025	Applications Close at 5:00pm AEDT
1 October 2023 – 15 June 2025	Assessment by Resilient Lismore Project Team
1 October 2023 – 15 June 2025	Work completed by qualified tradespeople engaged by Resilient Lismore
30 June 2025	Program complete

The above dates can be amended by Resilient Lismore at its discretion.

Eligibility

Homeowner Type	<ul style="list-style-type: none"> You are the homeowner and requesting the help the address was your main place of residence during the time of the 2022 floods you allow an on-site assessment to be conducted.
Location	<p>You live withing one of the following 7 LGA's -</p> <ul style="list-style-type: none"> Ballina Shire Council. Byron Shire Council. Clarence Valley Council. Kyogle Council. Lismore City Council. Richmond Valley Council. Tweed Shire Council.
Governance	<ul style="list-style-type: none"> The Repair to Return steering committee meets Quarterly Quarterly reports and milestone reports must be submitted to the NSW Government Reconstruction Authority.
Not eligible	<p>Applicants are not eligible if they are any of the following:</p> <ul style="list-style-type: none"> Property improvements or renovations are not eligible for assistance through this program – the program is for repair to disaster damaged housing only repair works for damage that was not sustained because of the February 2022 disaster are not eligible for assistance through this program properties that have been purchased since the disaster are not eligible for assistance through this program rental properties are not eligible for assistance through this program.

Types of projects funded under this program:

The program will only deliver the partial restoration of homes and buildings, it will not provide full home restoration. The program intent is to restore essential functionality of the property to enable safe living spaces for residents. Wherever possible and in consultation with the homeowner resilient building materials will be used in the repair of properties, but the ultimate decision for what materials is used is that of the homeowner.

Partial Restoration means that the program does not restore the whole property. Partial restoration is focused on achieving safe and liveable homes and primarily involves:

- Reinstating bathrooms and kitchens to a functional level - includes full or partial repair.
- Walls: Re-sheeting of walls in living spaces
- Access: Stairs, if required for safe access
- Security and Safety: Lockable doors and windows
- Electrical works
- Flooring – Repairs or replacement to make safe

In exceptional circumstances, which are informed by vulnerability, Resilient Lismore will also consider other partial restoration such as stairs, fences, and alternative living spaces where those works will address the significant needs of the property owner.

Resilient Lismore will provide the following to ensure the work is completed to standards:

- Project management where multiple trades people are required.
- Electrical and plumbing works with licensed Trades people.

Types of projects that will not be funded:

- Full home restoration or rebuild
- Significant structural works such complete re-stumping or major house raising
- Homes deemed to be an unsafe working environment
- Swimming pool restorations
- Garages, sheds, pergolas except where the shed is being used for emergency accommodation
- Stripping out materials from homes accepted for buy back
- Significant asbestos removal

How funds will be used:

- If the application is successful, the Rebuild Team will arrange an on-site assessment.
- If works are to go ahead a Statement of Works is provided to the applicant for review.
- If the applicant accepts the Statement of Works, the project enters the stream of works for scheduling. Due to the nature of the work, we cannot commit to a particular timeline, however we aim to complete works as soon as possible.

Funds cannot be used for:

- Expenses that are already covered by other government grants or insurance payments
- Duplication of a project already being run by another organisation in your local area

Essential criteria and assessment

Grants will be assessed on the following criteria including:

1. Homeowner

- You are the homeowner and requesting the help
- the address was your main place of residence during the time of the 2022 floods
- you allow an on-site assessment to be conducted.
- you live in one of the seven eligible LGA's

2. Prioritisation

- community members with higher vulnerability – e.g., elderly people, people living with disability, people living alone, families with children, and aboriginal people.
- people in high financial distress due to the ongoing financial impacts of the disaster.
- Essential workers.
- Ability to progress works with existing resources.

3. Budget

- Homeowners can co-contribute towards materials for repair work if they want materials outside the Resilient Lismore budget.

4. Organisational capability

- Due to the nature of the work and tradespeople's availability, we cannot commit to a particular timeline, but we aim to complete the work as soon as possible.

Applications will initially be reviewed for general program eligibility, and then assessed.

Reporting

Before and after photos are taken of properties, these can be shared with the NSW Reconstruction Authority, but will only be shared with the public with written consent from the homeowners. Participants will be asked to participate in a voluntary survey on application approval and at the completion of works. This will help understand communities' needs for future disasters.

Compliance Reports and Insurance

- Compliance reports will be available in relation to plumbing, electricity and waterproofing
- Resilient Lismore and tradespeople are insured.

How to apply

Requests for assistance are received either [online](#) or face to face at the Hub in Lismore or through referrals from organisations delivering Recovery Support Services and other community services.



What is the process after applications are received?

Requests are then assessed by Resilient Lismore staff, who attend the property to undertake a site assessment and an assessment of the applicant's current living situation and any vulnerabilities. This assessment is used to determine eligibility. Once the request is accepted into the program, Resilient Lismore works with local construction companies, trades people and skilled volunteers to deliver a scope of works agreed with the help seeker.