



Client Services Agreement

Name of Relief Fund Project: **Natural Disaster Support Grants (NDSG)**

Name of RBS Financial Counselling Client: _____

Postal Address: _____

Email Address: _____

Business Financial Counsellor / Support Officer: _____

1. Purpose

The Rural Business Support Relief Fund aims to provide practical and immediate relief to primary producers, foresters, fishers, and small related agricultural enterprises in distress and at risk of poverty, financial distress or emotional hardship due to adverse events or natural disasters beyond their control.

2. Types of support RBS can offer through a NDSG

Natural Disaster Support Grants provide **financial household assistance** for South Australian farmers who are in financial distress having suffered direct loss or damage because of a natural disaster including the South Australian River Murray Flood 22/23.

The South Australian River Murray Flood event commenced on 15 November 2022 and occurred in the local government areas of Alexandrina Council, Berri Barmera Council, Coorong District Council, District Council of Karoonda East Murray, District Council of Loxton Waikerie, Mid Murray Council, Renmark Paringa Council and Rural City of Murray Bridge.

The individual will be assessed for the provision of a grant of up to \$1,500 per eligible primary production enterprise to meet their immediate needs, on the recommendation of a Financial Counsellor/ accredited service provider.

Preference will be given to South Australian primary producers and small related agricultural businesses directly impacted by the South Australian River Murray Flood 22/23.



3. How funding may be used

Below are examples of what a NDSG could fund:

Accountancy fees	Medical Fees (inc. medication, specialist appointments, GAP Payments)
Council Rates	Replacement of whitegoods (oven, refrigerator or washing machine)
Emergency Clothing/ Footwear	Septic plumbing
Emergency Accommodation/ Temporary Housing	Stock disposal
Fencing repairs	Trade costs associated with the reconnection of utilities
Freight charges	Utility fees (Electricity, Gas, Water, Internet, Telephone)
Fuel	Vehicle registration/ license renewal
Groceries	Vet bills
Hire of plant or machinery required for recovery	Water
Livestock/ Pet Food	Weed management costs
Livestock yard repairs	Other:

The NDSG cannot be used to help pay for costs associated with:

- Loss of income because of the natural disaster
- The purchase of alcohol, tobacco, or illicit drugs
- Cash or loan servicing, including cash advances, credit card bills, mortgages, personal loans, reimbursements, or retrieval of pawned items.
- Fines
- Gun license renewal/ purchase of firearms

4. NDSG criteria

To be eligible for an RBS Natural Disaster Support Grant, the named individual must be in distress, suffering from the immediate effects of a natural disaster (ie: River Murray Flood Event), and must be at imminent risk of poverty and/or financial hardship.

In addition, they must be a:

- Primary producer or small related agricultural enterprise who is currently accessing the services of RBS, and/or has been identified by a Financial Counsellor to be suffering distress or at imminent risk of financial hardship because of a natural disaster.
- Primary producer or small related agricultural enterprise who has been identified by an accredited service provider to be suffering distress or at imminent risk of financial hardship because of a natural disaster.

NDSG are only available to people who rely on their primary production enterprise for their income.

Recipients of a NDSG agree to :

- provide evidence of the itemised expenditure of the grant to RBS, including the provision of invoices/ receipts
- participate in a post grant survey or story if requested by RBS



5. Agreement

If you wish to become a recipient of a RBS Relief Fund Natural Disaster Support Grant (NDSG), you need to agree to the following:

- I have suffered direct loss or damage because of a natural disaster including the South Australian River Murray Flood 22/23;
- I am on a low income, and I am experiencing financial hardship;
- I agree to provide evidence of the itemised expenditure of the grant to RBS, including the provision of invoices/ receipts;
- If I am not an existing client of RBS, I provide my informed consent for the RBS Relief Fund to share my information with the RBS Rural Financial Counsellors for purposes of a free, confidential and independent chat about how they can provide further support for me and my enterprise;
- I agree to participate in a post grant survey or story if requested by RBS.

Signed by the RBS Business Financial Counselling Client: _____

Date: _____ RBS Client Case Number: _____

5. Consent to share information

Purpose:

To provide informed client consent for Rural Business Support (RBS) personnel to

- Share information provided to RBS for purposes of Financial Counselling with the RBS Relief Fund.
- To share de-identified information provided to RBS for purposes of Financial Counselling with donors or funding partners of the RBS Relief Fund for the purpose of meeting funding requirements including research and reporting.

Client Name: _____ RBS Client Case Number: _____

Address: _____



Record of Consent

Written consent

_____ has discussed with me how and why certain information about me and my financial situation may be shared and used by the RBS Relief Fund, their donors and funding partners.

I understand this, and I give my informed consent for my information to be shared.

Client Name: _____

Signed: _____ Date: _____

or Verbal consent

I, _____ have discussed how and why my client's personal information and their financial situation may be shared and used by the RBS Relief Fund, their donors and funding partners.

I am satisfied that my client _____ has understood and has provided their informed consent for the information to be shared.

Client Name: _____

Signed: _____ Date: _____

Consent obtained / witnessed by:

Name: _____ Position: _____

Signed: _____ Date: _____

Contact Number: _____