

Resilient Homes Fund

Resilient Homes Program – Program Guideline

Background

The NSW Northern Rivers Local Government Areas (LGAs) have been significantly impacted by the February and March 2022 NSW Severe Weather Flooding event (Australian Government Reference Number 1012) (the **Flood Event**).

The Resilient Homes Fund (**the Fund**) has been designed by the Northern Rivers Reconstruction Corporation (**NRRC**) to support homeowners in their recovery and to build resilience in the Northern Rivers community.

This Guideline outlines the objectives, available funding, criteria, assessment processes, and indicative timeframes of the Fund – Resilient Homes Program (**RHP**).

For further information please visit www.nsw.gov.au/resilienthomesprogram.

Objective

The Fund, delivered by the NRRC, will help improve the disaster resilience of homes in high-risk flood areas located in the NSW Northern Rivers LGAs of Ballina, Byron, Clarence Valley, Kyogle, Lismore, Richmond Valley and Tweed (**Northern Rivers LGAs**).

Disaster resilience means minimising the risk to human safety and the risk of physical damage caused by a disaster, which will also lessen recovery needs post-disaster.

The RHP seeks to reduce risk to life and to make homes more disaster resilient through a series of measures, including:

1. **elimination** – reducing the number of homes in severe-risk flooding areas,
 2. **minimisation** – raising homes up to minimise the frequency of potential flood related damage, and
 3. **fortification** – using design techniques, and materials selection in construction and repair to assist homes to better withstand flooding. This aims to reduce the extent of flood related damage and clean-up required after a flood.
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Summary

The Fund will provide **\$800 million in flood recovery support** to build housing resilience in the Northern Rivers LGAs.

The Fund will be delivered through two complementary programs:

1. the **\$700 million RHP**, co-funded by the Australian and NSW governments under the Disaster Recovery Funding Arrangements, and
2. the **\$100 million Resilient Land Program**, funded by the NSW Government.

The **RHP** is centred around providing assistance to homeowners and focuses on improving the flood resilience of residential properties in the Northern Rivers LGAs that were damaged by the Flood Event. Homeowner's and their properties will be considered using factors such as:

- the severity of property impact from the Flood Event
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- the risk of future flooding to human safety and to the property, and the potential damage caused.

The outcome of each property assessment may include an offer to the homeowner for support through one of the following RHP streams, according to what the assessment indicates is the most suitable stream:

- the **Home Buy-back stream** – the homeowner receives payment for the purchase of their property¹, taking into account the market value of the property prior to the start of the Flood Event, or
- the **Home Raising stream** – the homeowner receives a funding grant or works package to raise liveable areas of the residential dwelling above a property-specific flood level, or possibly move the residential dwelling, or
- the **Home Retrofit stream** – the homeowner receives a funding grant or works package to retrofit and/or repair liveable areas of the residential dwelling to improve the resilience of these areas for future flood events.

Restrictions will be placed on residential properties that the NRRC purchases through the RHP Home Buy-back stream will be re-zoned to prevent residential dwellings being rebuilt at a later date.

The RHP will be complemented by the Resilient Land Program, which is intended to mitigate against housing pressures that may occur as a result of the implementation of the Fund.

Key Dates

It is anticipated the RHP will be funded and delivered in phases over approximately five years.

Item	Time Period
Homeowner outreach commences - <ul style="list-style-type: none"> • starting with highest flood-risk properties 	From November 2022
Home Valuation / Home Assessment process commences - <ul style="list-style-type: none"> • starting with highest flood-risk properties 	From December 2022
Guidelines published online	January/February 2023
Continuing roll-out of Resilient Homes Program - <ul style="list-style-type: none"> • homeowner outreach continues • arrangements made with homeowners for Home Valuation / Home Assessment process continues 	2023 - 2027

¹A reference to the purchase of a homeowner’s property may refer to the whole of the property or to a part of the property which includes a residential dwelling.

Available Funding

Homeowners who are approved for the RHP will be able to access one of the following streams in accordance with the RHP criteria:

- **Home Buy-back** – the purchase of the homeowner’s property for **an amount that takes into account the market value prior to the start of the Flood Event**. The amount will be assessed by an independent valuer appointed by the NRRC, or
- **Home Raising** – provision of grant funding or works package **up to the value of \$100,000 (GST inclusive)** towards the cost of elevating the liveable areas of the residence and associated rectification work, or
- **Home Retrofit** – provision of grant funding or works package **up to the value of \$50,000 (GST inclusive)** towards the cost of retrofitting and/or repair work on the residential dwelling to incorporate flood resilient design and materials in liveable areas.

Co-Contributions

Where the Home Assessment resilience works cost estimate is more than the available grant value (listed above), for the Home Raising stream or the Home Retrofit stream, the NRRC will match financial contributions provided by the homeowner (co-contribution) up to a maximum of 100 per cent of the available grant value. For example, the cost estimate for Home Raising works on the property comes in at \$200,000. NRRC gives a Home Raising offer of \$100,000 (the available grant value). The homeowner co-contributes \$50,000. The NRRC matches the homeowner’s co-contribution by providing an additional \$50,000 in co-contributions on top of the original offer. In this example the NRRC provides \$150,000 in funding and the homeowner provides \$50,000.

The maximum amount payable from NRRC RHP program to a single property owner for Home Raising is \$200,000 (\$100,000 initial grant value and up to \$100,000 in co-contributions). Similarly, the maximum amount payable from NRRC RHP program to a single property owner for Home Retrofit is \$100,000 (\$50,000 initial grant value and up to \$50,000 in co-contributions).

Where the Home Assessment resilience works cost estimate is greater than the available grant value, and the homeowner cannot afford to provide a co-contribution, the NRRC will work with the homeowner to agree on an appropriate scope for the resilient design works.

Relocation of Homes

Relocation of a residential dwelling may be considered depending on factors such as the homeowner’s circumstances, the cost of the relocation and the feasibility of relocation. Relocation may occur within the property boundary or beyond the property boundary, to an alternate site pre-arranged by the homeowner.

The relocation cost will be compensated on a basis that is equivalent to the same available grant value of the most suitable RHP stream (listed above) for the property. If the cost of the relocation is estimated to be more than the available grant value, then the NRRC will discuss the best way forward with the homeowner including options for financial co-contribution.

Insurance Payments

Where insurance payments are available to an eligible homeowner, the insurance amount may be offset against the grant funding or package of works offer including but not limited to where:

- a property cash payment has been claimed/will be claimed and the property is eligible for the Home Buy-back stream, or
- a cash payment has been claimed/is claimable for similar resilient design works for properties eligible for the Home Raising or Home Retrofit streams.

Further information as to what this might look like for homeowners is available at www.nsw.gov.au/resilienthomesprogram.

Case Management, Assessment, Appeals and Delivery Process

Homeowners within the Northern Rivers LGAs will be contacted for the RHP if:

- they have registered online via the RHP webpage at <https://www.nsw.gov.au/regional-nsw/northern-rivers-reconstruction-corporation>, or
- they are already engaged in the Flood Property Assessment Program (FPAP) or the Disaster Relief Structural Grant (DRG) program in the Northern Rivers LGAs, or
- the NRRC has identified them as a homeowner with a property that might qualify.

Each homeowner will have an assigned Case Manager who will support them through the process of assessment, grant offer, appeals and funding/works delivery.

The table below shows the key process steps for the RHP.

Resilient Homes Program Assessment, Grant Offer, Appeals and Delivery Process	
1. Homeowner Outreach	<p>Registrants of the Resilient Homes Program (RHP), the Flood Property Assessment Program (FPAP), and the Disaster Relief Structural Grant (DRG) program in the Northern Rivers LGAs will be contacted by a NRRC Case Manager to:</p> <ol style="list-style-type: none"> 1. inform the homeowner of which RHP stream they indicatively qualify for. <i>Note indicative stream qualification is intended to give the homeowner an idea of what they are likely, but not guaranteed, to be offered under the RHP. It is intended only to give the homeowner an indication of NRRC's initial review.</i> 2. gather additional information from the homeowner as evidence for 'Eligibility' and 'Impact' criteria and the 'Individual Circumstance Consideration' (see list of criteria below), and 3. arrange for an appointment for the NRRC to make a home visit to undertake an inspection at the homeowner's property(s).
2. Home Assessment or Home Property Valuation	<p>Depending on the NRRC's initial assessment as provided in step 1, a home visit will facilitate either a:</p> <ol style="list-style-type: none"> a) Home Valuation by an independent valuer appointed by the NRRC, in consideration of if that property may be suitable for the Home Buy-back stream from NRRC's initial review, or b) Home Assessment by the NRRC, in consideration of if that property may be suitable for the Home Raising stream or the Home Retrofit stream, from NRRC' initial review. <p>A home visit may not be necessary for homeowners who have already received a Home Assessment under the FPAP or DRG programs. The existing FPAP and DRG Home Assessment Reports will be used to inform the RHP assessment. However, where further information is needed by the NRRC, or the homeowner requests an additional visit, a home visit may be arranged. In some situations, more than one home visit may be needed. If the identified program stream changes as part of the assessment process, the NRRC may also arrange a Home Valuation or a Home Assessment to reflect its revised assessment.</p>
3. Assessment	<p>Using the information gathered on the homeowner, their individual circumstance and the Home Assessment or Home Valuation (whichever is applicable), the residential dwelling will be officially assessed by the NRRC to determine whether an offer will be made to the homeowner for one of the RHP streams (Buy-back, Home Raising, Home Retrofit) and, if so, what the offer will be. The Assessment will involve, at a minimum the following considerations:</p> <ul style="list-style-type: none"> • an assessment against the Eligibility Criteria and Risk Criteria • an assessment against the Individual Circumstances Considerations • alignment to the program of either the Home Valuation Report or the eligible resilient design works recommended in the Home Assessment Report. <p>Assessments will be reviewed and approved by the RHP Approval Panel prior to the homeowner receiving an offer.</p>
4. Grant Offer	<p>Approved homeowners will receive an offer for one of the following:</p> <ul style="list-style-type: none"> • a buy-back of the property whereby the homeowner receives a payment for the purchase of the property • provision of grant funding or works package up to the value of \$100,000 (GST inclusive) towards the cost of elevating the liveable areas of the residence and associated retrofitting, • provision of grant funding or works package up to the value of \$50,000 (GST inclusive) towards the cost of retrofitting and/or repair work of on the residential dwelling to incorporate flood resilient design and materials in liveable areas <p>For the Home Retrofit and Home Raising streams, a homeowner may receive the grant in the way of funding grant or a works package. The funding grant or works package arrangement will be determined on a case-by-case basis in discussion with the homeowner.</p> <p>Homeowners who are not approved for assistance under the RHP will be notified in writing.</p>

Resilient Homes Program Assessment, Grant Offer, Appeals and Delivery Process

5. Offer - Acceptance or Rejection	Once the homeowner receives a grant offer the homeowner can: <ul style="list-style-type: none">• accept the offer, or• reject the offer. The rejection of an offer is not legally binding. If the offer is rejected, homeowners are able to enter into an Appeals process. Acceptance will activate the process of agreeing a contract for the applicable stream (ie. a contract for sale of land under the Home Buy-back stream, or a funding or works contract under the Home Raising stream or the Home Retrofit stream, plus any other documents which are needed). The Scope of Works Agreements/Purchase Contract will set out the scope of works (if applicable) and the terms and conditions under which the funding grant or works package will be provided.
6. Appeals	Homeowners will have the ability to reject the grant offer and make an appeals claim to the RHP Approvals Panel and the RHP Governance Committee. Refer to the Appeals section in these Guidelines for further details.
7. Works Monitoring and Completion	Quality assurance checks may be undertaken by the NRRC throughout the delivery of any agreed RHP works. In addition to any local government inspections and approvals that may be undertaken, agreed RHP works will be verified by the NRRC on completion and an Outcome Report will be provided to the homeowner. Any quality assurance or verification checks that may be undertaken where NRRC is not a party to the works contract would be advisory in nature and for NRRC's records. NRRC does not accept any risk associated with any quality assurance checks, including warranting the works are fit for purpose, or comply with any relevant works agreement or legal requirements.

Eligible Homeowners

Homeowners will be assessed against the **Eligibility Criteria**, the **Risk Criteria** and the **Individual Circumstance Considerations** to determine whether a homeowner qualifies for assistance under the RHP.

Eligibility Criteria

To qualify for assistance, a homeowner must meet the following Eligibility Criteria:

- the homeowner must be the registered homeowner (owner-occupier or landlord) of a residential dwelling² in the Ballina, Byron, Clarence Valley, Kyogle, Lismore, Richmond Valley or Tweed LGAs currently and immediately prior to the Flood Event (22 February 2022), and
- the residential dwelling was directly damaged by either flood waters in the Flood Event or landslip caused by the Flood Event, and
- the residential dwelling was:
 - used primarily for residential accommodation³
 - not a moveable dwelling⁴ (other than a manufactured home that is privately owned by an individual)
 - not a tourist and visitor accommodation³, and
 - is not operated for commercial or business purposes where the use is not for housing (for example, a caravan park, hotel, motel).

² 'Residential dwelling' means a room or suite of rooms occupied or used or so constructed or adapted as to be capable of being occupied or used as a separate domicile. This definition is taken from the *Standard Instrument (Local Environment Plans) Order 2006*.

³ 'Residential accommodation' means a building or place used predominantly as a place of residence, and includes attached dwellings, boarding houses, co-living housing, dual occupancies, dwelling houses, group homes, hostels, multi dwelling housing, individual units in a residential flat buildings, rural workers' dwellings, secondary dwellings, semi-detached dwellings, seniors housing and shop top housing but excludes tourist and visitor accommodation and caravan parks. Manufactured homes located in caravan parks that are individually/privately owned are included in the definition. This definition is taken from the *Standard Instrument (Local Environment Plans) Order 2006*, and the terms it uses mean what they are defined to mean in that Order.

⁴ 'Moveable dwelling' and 'tourist and visitor accommodation' are defined in the *Local Government Act 1993*.

Risk Criteria

To qualify for assistance, the homeowner or the residential dwelling must also meet at least one of the following Risk Criteria:

- Home Buy-back stream – the residence is classified under the RHP as being at ‘severe risk’ or a decision is made that the homeowner should qualify because of ‘Individual Circumstance’ or ‘Exceptional Circumstance’ (through appeals claim), or
- Home Raising stream – the residence is classified under the RHP as being at ‘moderate risk’ or a decision is made that the homeowner should qualify because of ‘Individual Circumstance’ or ‘Exceptional Circumstance’ (through appeals claim), or
- Home Retrofit stream – the residence is classified under the RHP as being at ‘likely risk’ or a decision is made that the homeowner should qualify because of ‘Individual Circumstance’ or ‘Exceptional Circumstance’ (through appeals claim).

The risk category that an eligible homeowner falls into will be determined by a combination of factors including but not limited to the location of the residential dwelling relative to the modelled flood levels (Annual Exceedance Probability).

Individual Circumstance Considerations

Individual Circumstances will be taken into consideration to inform a homeowner’s qualification for assistance and RHP stream suitability. Individual Circumstance considerations include but are not limited to:

- the homeowner’s age, disability or medical conditions affecting physical or cognitive ability
- the homeowner’s socio-economic vulnerability including the above considerations for any dependents that usually reside in the residential dwelling
- the feasibility (both practically and economically) of delivering on the stream which would be allocated using the Risk Criteria and, if it is not feasible, whether another stream would be more appropriate:
 - for example, the Risk Criteria may indicate that the Home Raising stream should be allocated to a particular residential dwelling, but it may not be practical to raise (or relocate) the residential dwelling
- the consideration of RHP specific ‘neighbourhood precincts’ to facilitate effective land use outcomes by consistently applying the same level of disaster resilience across two or more neighbouring properties
- the level of damage caused by the Flood Event regardless of the location of the residence relative to the modelled flood level (Annual Exceedance Probability)
- any works already undertaken on the homeowner on their property during or after the Flood Event and whether they align with the objectives of the RHP.

Eligible Activities and Costs

The Home Assessment / Home Valuation for a homeowner will consider a program of eligible activities to help determine the amount of any grant which may be offered.

The eligible activities and associated eligible costs differ across each RHP stream. All eligible activities and associated eligible costs deliver on the objectives of the RHP.

Eligible Activities

Home Buy-back stream

For the Home Buy-back stream, the eligible activity is the purchase of the property.

Broadly, homeowners will receive payment for the purchase of the property based on an assessment of its value at the date of assessment for the RHP (which is post-Flood Event) and other compensation categories under the *Land Acquisition (Just Terms Compensation) Act 1991 (Just Terms Act)*, plus an additional “top-up” amount to reflect the difference (if any) between the amount of the Just Terms Act assessment and the value of the property immediately prior to the start of the Flood Event (i.e., the property’s pre-Flood Event market value).

There may be some adjustments to the total compensation package having regard to any legal, valuation and other advisory costs which the homeowner incurs in connection with the acquisition.

Homeowners will be required to prioritise the discharge of any mortgage and various other encumbrances on the property title under the Home Buy-back stream. Similarly, the value of insurance payments may, if applicable, offset the Buy-back offer.

Further information as to what Buy-back might look like for homeowners is available on the RHP website at www.nsw.gov.au/resilienthomesprogram.

Home Raising Stream

For the Home Raising stream, a funding grant or works package can be offered for eligible activities which involve:

- Raising of the liveable areas (kitchens, bedrooms, living rooms, and attached bathrooms and laundries) of the residential dwelling, and/or
- Preparation and rectification work related to the raising of the liveable areas of the residential dwelling, and/or
- Relocation of the residential dwelling within its existing property lot boundary or to another location pre-arranged by the homeowner within the Northern Rivers LGAs that is more flood resilient. *Note costs for relocation beyond the Northern Rivers LGAs will be the responsibility of the homeowner.*

Home Retrofit stream

For the Home Retrofit stream, grant funding or works package can be offered for eligible activities which apply flood resilient materials and/or construction techniques to the liveable areas (kitchens, bedrooms, living rooms, and attached bathrooms and laundries) of the residential dwelling so that the risk of damage to the dwelling from a flood event is materially reduced. These eligible activities include but are not limited to:

- Replacement of material types and finishes such as:
 - non-water-resistant mouldings with water-resistant mouldings and skirtings
 - fixtures such as cabinetry in laundries, bedrooms, bathrooms and kitchens with water-resistant products

- floor coverings to an approved water-resistant floor finish such as vinyl, tiles, polished concrete
- wall linings with water-resistant finishes.
- Resilient changes of non-structural elements such as:
 - replacement of cavity walls with non-cavity walls
 - elimination of any cavities under or within the structure of the stairs
 - replacement of cavity sliding doors with face-of-wall sliding doors or swing doors and seal wall cavity
 - replacement of hollow core doors with solid core doors.
- Approved electrical works such as:
 - raising general power outlets, switchboards, air conditioning units and hot water systems above recognised flood level height (Annual Exceedance Probability)
 - installation of dedicated circuits (with lock-out breakers) between levels.

Related Activities

For the Home Retrofit stream resilient design works that homeowners wish to undertake on non-liveable areas of the residential dwelling may also be eligible, if the homeowner makes a financial co-contribution to the cost of those works. The NRRRC will not cover costs for resilient works on non-liveable areas.

For both the Home Raising stream and the Home Retrofit stream, eligible activities that were undertaken prior to receiving RHP grant funding may also be eligible for retrospective consideration in individual circumstances and at the discretion of the NRRRC.

Similarly, costs associated with the removal and make-good works of an uninhabited property may be eligible in individual circumstances and at the discretion of the NRRRC.

Further information on eligible activities is available on the RHP website at www.nsw.gov.au/resilienthomesprogram.

Eligible Costs

Eligible costs for the RHP can be used to cover various costs associated with an eligible activity. Eligible costs include for example:

- for the agreed costs for eligible activities under the Home Buy-back stream (as outlined earlier in this Guidelines) and make-good costs,
- agreed costs for eligible activities under the Home Raising stream which are associated with the relocation of the residential dwelling either:
 - within its existing property lot boundary, and/or
 - beyond its existing property lot boundary where a new property lot has been obtained by the homeowner within the Northern Rivers LGAs, and where the new property lot is located on land that is assessed as being appropriate by the NRRRC in line with the RHP objectives (for example, land that is not flood affected),
- agreed costs for the RHP or the homeowner to engage people to carry out eligible activities, or to design, monitor and verify eligible activities,
- costs for utility works associated with eligible activities including utility service (disconnection, extension and connection), access extension and roof / ceiling modifications
- agreed costs associated with obtaining local planning and development approvals or making payments under those approvals, and directly related advice on agreed works required for the eligible activities. *Note only relevant for local government costs*

- agreed costs associated with a residential dwelling which is not the primary residential dwelling on the property but was liveable and could be lawfully occupied as such immediately prior to the Flood Event, including but not limited to granny flats and converted garages,
- works undertaken prior to receiving RHP grant funding or works package may be eligible for retrospective consideration in individual circumstances, where the NRRC agrees.

The NRRC may approve other activities or costs as eligible, including those specifically listed as ineligible, based on 'Individual' and 'Exceptional' circumstances, at the discretion of the NRRC. In deciding whether to give such an approval, the NRRC will consider (among other things) the extent to which the relevant activities or costs are aligned with the objectives of the RHP. The NRRC's expectation is that such approval will not be given often.

Ineligible Activities and Costs

Activities of the following type will typically be activities to which NRRC RHP funding will not be applied:

- costs related to a dealing in land on or after the first date of the Flood Event (21 February 2022) excluding where a residential dwelling has been transferred due to a deceased estate
- costs for properties that are:
 - not used primarily for residential accommodation
 - moveable dwellings (other than a manufactured home that is privately owned by an individual)
 - used for tourist and visitor accommodation
 - operated for commercial or business purposes where the use is not for housing (for example, a caravan park, hotel, motel).
- costs or activities that are not specified in these Guidelines but are a specific task in a specific situation that are otherwise approved by the RHP on the basis that the costs or activities are aligned with the RHP. *Note such approval will not be given often*
- costs for non-liveable areas of a residential dwelling including but not limited to gardens, driveways, outbuildings, sheds or other ancillary structures
- costs not related to the agreed RHP Scope of Works Agreement / Purchase Contract
- costs for works or cash payments that are covered by insurance or under another funding program
- costs relating to non-construction consumables, home furnishings, other home contents and other non-fixed, home items
- costs associated with local, planning and development approvals where that approval is unrelated to the agreed resilient design works
- repayment of existing debts other than mortgages or loans applied to the eligible residential dwelling for the Home Buy-back stream
- salary/wages and entitlements for persons not specifically engaged to deliver the agreed works other than funding received as a co-contribution by the homeowner
- costs that require recurrent or ongoing funding from the NSW Government such as maintenance costs.

Appeals

Appeals Process

Appeals may occur for two reasons:

1. a homeowner or property is determined by NRRC as ineligible for the RHP, but the homeowner disagrees, and/or
2. a homeowner and property are determined as eligible, and the homeowner disagrees with the NRRC's decision on:
 - a. the RHP stream within which the homeowner/property qualifies, or
 - b. the offer itself, including the value of the offer or the scope of works.

Homeowners will have the ability to reject a RHP offer and then make an appeal claim to the NRRC Approval Panel and the RHP Governance Committee based on either:

- a perceived discrepancy, or
- an exceptional circumstance.

An appeal request should be in writing and set out the basis of the appeal and what the homeowner wants to obtain from the appeals process.

The role of the RHP Governance Committee is to maintain probity, fairness, and equity for all potential RHP funding recipients whilst supporting homeowners to improve the resilience of their residences.

The RHP Governance Committee will consider all appeals and will either:

- approve the appeals claim and where applicable, make a new offer to the homeowner, or
- deny the appeals claim.

The homeowner will be informed of the RHP Governance Committee's decision and the basis on which it has been made. If a claim is denied, the homeowner's original grant offer will remain available for acceptance.

Appeal Types

Perceived Discrepancy

Homeowners that receive a RHP offer or a notification that they do not qualify for RHP assistance may reject the offer and appeal based on a perceived discrepancy. Examples of this may include instances where:

- the homeowner disagrees with the NRRC's determination that the homeowner does not qualify for assistance under the RHP
- the homeowner does not agree with the RHP stream (Home Buy-back, Home Raising, Home Retrofit) that is offered to them under the RHP by the NRRC
- the homeowner does not agree with the value of the Buy-back offered to them under the RHP by the NRRC
- the homeowner has not reached agreement with the NRRC in relation to the scope of works for the Home Raising and Home Retrofit streams after making all reasonable efforts to do so.

Exceptional Circumstance

Exceptional circumstances will be considered on a case-by-case basis where a homeowner is facing circumstances such as hardship, death, or trauma additional to those factors already considered as part of the NRRC's assessment.

Complaints

Any concerns about the RHP should be submitted in writing to resilienthomesprogram@nrrc.nsw.gov.au.

If you do not agree with the way the NRRC has handled the issue, you may wish to contact the NSW Ombudsman via www.ombo.nsw.gov.au.

Getting Support

More information about the RHP, including frequently asked questions are available at www.nsw.gov.au/resilienthomesprogram.

If you require assistance or advice please contact the Northern Rivers Reconstruction Corporation on 1800 844 085 or email resilienthomesprogram@nrrc.nsw.gov.au.

Terms and Conditions for Funding Recipients

Recipients of RHP assistance will be required to enter into a Scope of Works Agreement, Purchase Contract or other agreement(s) with the NRRC prior to receiving that assistance. The NRRC makes no legally binding commitment to a homeowner unless and until both parties sign all relevant agreements which will likely include a Scope of Works Agreement or Purchase Contract.

As a starting point, it should be noted that funding recipients will be required to:

- enter a Scope of Works Agreement, Purchase Contract or other agreement with the NRRC and may be required to provide additional documentation to enable these contracts to be prepared (e.g. to substantiate claims)
 - agree to participate in regular reporting, monitoring, and evaluation during the delivery and at the completion of any works. This includes completing surveys and providing feedback on the effectiveness of the works with reference to the objectives of the RHP
 - facilitate access to the property for NRRC personnel and/or its nominated persons for the purpose of carrying out activities such as an inspection of the works
 - understand that the NRRC may choose to publicly announce grant funding details. Recipients may be requested to keep the grant funding confidential for a period of time if an announcement is to be made by the Australian or NSW Governments. Recipients will have the option to remain anonymous in any and all media
 - understand that the NRRC reserves the right to use recipient and works information in media regarding the RHP. Information may be used in the form of press releases, case studies, promotional material, and in response to media enquires relevant to the RHP. Recipients will have the option to remain anonymous in any and all media
 - receive grant payments via milestone payments in accordance with the Scope of Works Agreement and that the timing and requirements will vary depending on the scope of the works (amongst other things)
 - pay back unspent funds or those funds which have not been spent and/or cannot be evidenced as spent in accordance with the Scope of Work Agreement
 - understand that requests for variations or changes to the works will only be considered in limited circumstances and that, where relevant, the builder must also agree to any proposed scope amendments
 - understand that the NRRC reserve the right to undertake an audit of expenditure of grant funding within seven years. Funding recipients are required to keep an appropriate paper trail for audit and assurance purposes
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- understand that a Scope of Works Agreement may include conditions on matters such as the engagement of service providers / their qualifications / experience / arm's length arrangements / relationship from funding recipients.
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Probity

The RHP will be subject to strict governance and probity with fair and transparent assessment processes. A Probity Plan has been developed to oversee delivery of the RHP. All decisions made under the RHP will be in accordance with RHP Guidelines and associated assessment criteria.

An independent probity advisor will provide guidance on issues concerning integrity, fairness and accountability that may arise throughout the submission, assessment and decision processes. This will help ensure decisions are made with integrity, fairness and accountability while delivering RHP Approval Panel and Governance Committee meetings.

Monitoring and Evaluation

Evaluating government programs enables their success to be robustly assessed, provides confidence in integrity and informs future improvements. Funding recipients may be required to participate in the evaluation of the RHP and collect works specific data to support understanding of works outcomes. Monitoring and evaluation of the RHP will be undertaken in-line with best practice to determine effectiveness of the RHP including the NSW Government Program Evaluation Guidelines (2016) and the NSW Treasury Circular TC18-03 Program Evaluation. Elements will be embedded into the RHP to assess effectiveness. The evaluation will assess the:

- effectiveness of RHP design, implementation and delivery of the RHP objective(s)
 - progress towards achieving RHP outcomes
 - alignment of delivered RHP objectives and outcomes.
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Public Acknowledgement

Under the Disaster Recovery Funding Arrangements, all works under the RHP must appropriately acknowledge and recognise that it is jointly funded by the Australian and NSW Governments under the Disaster Recovery Funding Arrangements. Any funding announcements must be done jointly by the NSW and Australian Governments, unless otherwise agreed. Prior agreement must be reached with the Australian Government on the nature and content of any subsequent events, announcements, promotional material or publicity relating to Disaster Recovery Funding Arrangements assistance measures. This includes but is not limited to media releases, events, social media, signage and advertising.

To obtain the required agreement, RHP grant recipients must contact the NRRC at resilienthomesprogram@nsw.gov.au, who will in turn liaise with Australian Government representatives regarding the events, announcements, promotional material or publicity.

Government Information (Public Access) Act

Potential RHP funding recipients should be aware information submitted and all related correspondence, attachments and other documents may be made publicly available under the *Government Information (Public Access) Act 2009* (NSW).

The *Government Information (Public Access) Act 2009* (NSW) makes government information accessible to the public by:

- requiring government agencies to make certain sorts of information freely available
 - encouraging government agencies to release as much other information as possible
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- giving the public an enforceable right to make access applications for government information
 - restricting access to information only when there is an overriding public interest against disclosure.
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Disclaimer

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