

New Lambton Rental Support Program Guidelines

AGRN 1212

March 2026

Acknowledgement of Country

The NSW Reconstruction Authority acknowledges the Traditional Custodians of the lands where we work and live. We celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of NSW.

We pay our respects to Elders past, present and emerging and acknowledge the Aboriginal and Torres Strait Islander people that contributed to the development of this document.

We advise this resource may contain images, or names of deceased persons in photographs or historical content.

Rental Support Program

Published by the NSW Reconstruction Authority

www.reconstruction.nsw.gov.au

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Grant Program Details	
Name of initiative	New Lambton Rental Support Program
Australian Government Reference Number (AGRN)	AGRN 1212 NSW East Coast Severe Weather from 18 May 2025
Category of Assistance	NSW Government Funded
Description of initiative	The New Lambton Rental Support Program (the Program) will support homeowners displaced from their primary place of residence as a direct result of the New Lambton landslip that was triggered by heavy and prolonged rainfall from AGRN 1212 - NSW East Coast Severe Weather from 18 May 2025. The Program will support impacted residents with the costs of maintaining their temporary rental accommodation for a maximum of 12-month where personal insurance coverage for such costs has been exhausted.
Type of grant opportunity	Closed, non-competitive
Grant application opening date	9 March 2026
Grant application closing date	30 June 2026
Application outcome date	Within 4 weeks of application
Project delivery timeframe	March 2026 – June 2027
Administering agency	The NSW Reconstruction Authority will administer and deliver the program on behalf of the NSW State Government.
Decision-maker	Manager, Community Grants NSW Reconstruction Authority
Program funding	\$750,000 (capped)
Grant amounts	Grant amounts will align with current insurer temporary accommodation payments and will be provided on a quarterly basis to cover the relevant number of weeks for the eligible support period.
Eligible location	Residential addresses within New Lambton are confirmed to be affected by the Landslip by the NSW Reconstruction Authority. Newcastle City Council Local Government Area
Program end date	30 June 2027
Administering Agency and contact	Community Recovery Programs - Reconstruction Authority Email: communitygrants@reconstruction.nsw.gov.au

Version history

Version	Change summary	Date approved
1	Nil	6 March 2026
2	Eligible applicants and eligible expenditure	25 March 2026

About the New Lambton Rental Support Program

The New Lambton Rental Support Program (the Program) funded by the NSW Government will support homeowners displaced from their primary place of residence as a direct result of the New Lambton landslip that was triggered by heavy and prolonged rainfall from AGRN 1212 - NSW East Coast Severe Weather from 18 May 2025.

The Program will support affected residents with the costs of maintaining their temporary rental accommodation for a maximum of 12-month where personal insurance coverage for such costs has been exhausted or where a second property has been purchased resulting in duplicate expenses.

The Program will be administered and delivered by the NSW Reconstruction Authority (RA).

1.1 Purpose and Objectives

The purpose of the Program is to mitigate the prolonged financial burden of residents affected by the New Lambton landslip and ensure they have access to temporary accommodation while longer term housing solutions are settled. The grant will assist eligible households with the cost of alternative accommodation once insurance coverage for such costs has been exhausted. The period of grant funding is for a maximum of 12-months, but may end sooner if longer term housing solutions are secured.

1.2 Outcomes

The success of the program will be measured against the following outcomes from the RA's Indicator and Outcome Bank (IOB): Economic activity and associated employment are supported to recover to at least pre-disaster levels with losses minimised.

1. Damaged buildings and infrastructure (including private commercial, private residential and community and public infrastructure) are repaired or rebuilt to a liveable and operational conditional.
2. People feel safe, socially connected, and participate in their community after a disaster.

1.3 Grant value

The maximum grant amount available for each eligible applicant will be the equivalent of 12 months temporary accommodation, depending on their current insurance temporary accommodation payments and length of displacement from longer term housing solutions. Grant amounts will be capped at the value of insurer temporary accommodation payments based on either the current rental costs, or costs associated with having duplicate expenses as a result of having purchased a second dwelling for the purposes of an alternative place of residence (e.g. second mortgage, duplicate rates). Grant amounts will be provided on a quarterly basis to cover the relevant number of weeks for the eligible support period.

1.4 Key dates

Date applications open	9 March 2026
Date applications close	30 June 2026
Date applicants notified of outcome	Within 4 weeks of application
Program delivery phase	March 2026 – June 2027

Program close date

30 June 2027 (for applicant)

1. Eligibility criteria

1.1 Eligible applicants

The table below outlines the applicant eligibility criteria and the supporting evidence required to demonstrate eligibility.

Eligibility item	Supporting evidence
a) The dwelling was the applicants' primary place of residence prior to the event 23 May 2025, is owned by the applicant and is confirmed as eligible by the RA.	• Council rates notice and • 2 Utility bills covering the period from 23 March 2025 up to 23 May 2025 e.g. Water / Electricity / Gas
b) The applicant has an existing tenancy agreement; or The applicant has an informal rental/temporary accommodation arrangement; or the applicant has duplicate expenses due to the purchase of a secondary dwelling which they are residing in following the disaster event (for example a second mortgage or a second set of council rates)	• Current tenancy agreement, or • Evidence of regular payments for informal arrangement and/or statutory Declaration signed by the appropriate rental arrangement authority, or • Mortgage repayments for the 2 properties and • Minimum mortgage repayment information for the secondary property (in which they are residing) and • Evidence of council rates
c) The applicant's insurance cover for their current temporary rental accommodation has expired or will expire prior to 31 December 2026.	• Insurance statement, demonstrating current value of financial assistance and confirming date that coverage expires prior to 31 December 2026. • Authorisation for the RA to contact their insurance company to confirm or verify entitlements, or the outcome of any claims made in relation to the eligible disaster.

In exceptional circumstances and at the RA's absolute discretion, Criteria C may be waived for cover expiring between 31 December 2026 and 30 June 2027.

1.2 Eligible expenditure and evidence

The table below outlines **eligible** expenditure covered under the Program and related evidentiary requirements to support a milestone payment

Expense item	Supporting evidence
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Rent for the nominated rental property or temporary accommodation arrangement.	• Tenancy agreement • Rent payment slips
Minimum mortgage repayments for the secondary (current residence property)	• Minimum mortgage repayment evidence for the current residential property
Council rates for the secondary (current residence) property	• Evidence of council rates

1.3 Ineligible expenditure

The following items are **ineligible** for funding through the Program:

- loss of income as a result of the eligible disaster;
- Rental costs above the value of the current temporary accommodation insurance arrangements.
- Rental costs covered by insurance
- costs associated with maintaining the rental property including, but not limited to:
 - Utility usage including electricity, gas, phone, internet and water
 - Rental bond
 - Cleaning and garden maintenance services
 - home contents insurance policy at the identified rented property
- Repayments of the original pre-disaster mortgage and/or rates.

2. Application process

2.1 How to apply

Potential applicants will be contacted by the RA to undergo an initial eligibility assessment. Once potential eligibility is ascertained, the RA will provide the applicant with a weblink to the SmartyGrants platform for a formal application for grant funding to be lodged.

Applications must be submitted by 30 June 2026.

The RA may contact applicants following the submission of their application should additional information be required.

2.2 What documents to include

When completing the application in SmartyGrants, applicants will be requested to provide the following documentation:

- a) Identify verification e.g., drivers licence, photo identification card
 - b) Copies of supporting evidence outlined in section 1.1 of these guidelines, such as:
 - Council rates notice;
 - 2 Utility bills covering the period from 23 March 2025 up to 23 May 2025 e.g. Water / Electricity / Gas.
 - Statement from insurer outlining period covered for temporary accommodation payments;
 - Current tenancy agreement; or
 - A Statutory Declaration and evidence of regular payments for informal arrangement e.g., bank statements or receipts;
 - Mortgage repayments for the 2 properties;
 - Minimum mortgage repayment evidence for the current residential property;
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2.3 Support available to applicants

Support to complete the application form is available by contacting communitygrants@reconstruction.nsw.gov.au

3. Assessment process

3.1 Eligibility assessment

The following outlines the process the RA will undertake to assess applications.

- a) Complete applications will be assessed in order of receipt.
 - b) Incomplete applications will not enter the assessment queue until all required information is provided. This includes applications that are not submitted via the SmartyGrants platform. The RA will contact applicants who have submitted an incomplete application to seek any additional information required.
 - c) Applications will be assessed by the RA's Community Grants team against the eligibility criteria outlined in Section 2 of these program guidelines.
 - d) All applications that meet the eligibility criteria in Section 2 of these program guidelines will be recommended for approval.
 - e) The NSW Reconstruction Authority may request further information to assist in assessing or verifying information provided in an application. Failure to provide requested information may result in the application being declined.
 - f) Applications where eligibility criteria are not met and where the applicant cannot provide sufficient information to determine if eligibility criteria have been met, may be declined.
 - g) The NSW Reconstruction Authority may seek advice from any independent third party as it determines in its absolute discretion to inform the eligibility process.
 - h) The NSW Reconstruction Authority may put an application on hold where the applicant is under investigation or has been charged in relation to the fraudulent receipt of grants or rebates under this or other NSW Reconstruction Authority programs.
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3.2 Recommendations report

Following the eligibility assessment, the Community Grants Assessor will prepare an assessment recommendation to the Manager, Community Grants (NSW Reconstruction Authority). This assessment will:

- a) Recommend applications for approval; and
 - b) Recommend applications for decline.
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3.3 Decision-maker

The Manager, Community Grants (NSW Reconstruction Authority):

- a) is the decision-maker, as listed in the Grant Program Details
- b) will ensure the Program is administered in accordance with these program guidelines and decide whether or not to approve an application after considering the recommendation(s) by the Community Grants Assessor.
- c) The decision-maker may consider other factors, including advice from a probity advisor and issues that could cause reputational or other risks to the NSW Government.
- d) If the decision-maker departs from the recommendations made by the Community Grants Assessor, the decision-maker will record this action and supporting reason(s).
- e) The decision-maker's decision is final in all matters, including:
 - a. the approval to award or decline a grant

- b. the amount awarded
 - c. the terms and conditions of the grant.
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3.4 Probity advice

Independent probity advisors may be engaged by RA on any issues concerning integrity, fairness, and accountability that may arise throughout the application, assessment and decision-making process while delivering value for money for NSW.

3.5 Application review and appeals

Eligibility into the Program is at the sole discretion of RA.

If an applicant disagrees with a decision by RA, the applicant or their authorised representative may appeal that decision in accordance with the appeal process set out below.

The appeal decision is final and binding on all parties. Applicants do not have a right of further appeal to the NSW Civil and Administrative Tribunal or other body, other than rights which may arise at law.

- Appeals are only available in relation to decisions to decline an application on the basis that it does not meet the eligibility criteria.
- An appeal is not available where an application has been declined or revoked as a result of other non-compliance with the Guidelines, e.g. submission of false information as part of an application.
- An appeal will only be considered if there is new or updated information that is relevant to eligibility, which could reasonably be expected to have resulted in a different outcome.
- An appeal must be lodged in writing within 30 days of the date the applicant receives notice of the decision. If the applicant is notified by email, the date they received notice of the decision is deemed to be the date the email is sent. If the applicant is notified by post, this date is deemed to be 14 days after the notice is posted to the applicant.
- An applicant can only make one appeal regarding a decision to decline.
- If an appeal is made in accordance with the above, it will be considered by an employee of RA who was not involved in making the original decision. That employee will apply the Guidelines to any additional information provided by the applicant to determine if the original decision was correct. RA may seek advice and recommendations from any independent third party as it determines in its absolute discretion.

4. Successful grant applicants

4.1 Notification

An applicant will be advised of the outcome in writing. A successful grant applicant will receive a Grant Agreement to sign and return for payment to be issued. The Grant Agreement will outline the amount of the grant and the applicable terms and conditions.

4.2 Publication of grants information

The NSW Grants Administration Guide requires certain information relation to the awarding of government grants be published on the NSW Government Grants and Funding Finder no later than 45 calendar days after the funding deed takes effect. This information is also open access information under the *Government Information (Public Access) Act 2009* (NSW) (GIPA Act), which must be made publicly available unless there is an overriding public interest against disclosure of the information.

In accordance with these requirements, the NSW Reconstruction Authority will list relevant information related to this Program on the NSW Government Grants and Funding Finder as soon as possible after grant funding is approved. Publication will not disclose information that is protected under the Privacy and Personal Information Protection Act 1998 (NSW) (PPIP Act) and/or the Health Records and Information Privacy Act 2002 (NSW) (HRIP Act)

All records in relation to this decision will be managed in accordance with the requirements of the *State Records Act 1998* (NSW).

4.3 Grant Agreement

A successful grant applicant will receive a Grant Agreement to sign and return for payment to be issued. The Grant Agreement will outline the amount of the grant and the applicable terms and conditions.

4.4 Grant payments

Grants will be paid via milestone payments set out in the Grant Agreement. Each payment will be made once all required documentation has been provided to, and approved by the RA.

Grants may be considered assessable income for taxation purposes unless exempted by taxation law. Applicants should seek independent professional advice about taxation obligations or seek assistance from the ATO. The NSW Government does not provide advice on individual taxation circumstances.

Grant funding will be provided in quarterly payments. Where there is a formal rental agreement, payments may be made directly to the Real Estate agency or equivalent authority upon RA receiving an invoice covering the upcoming quarter. Where there is an alternative arrangement, payment frequency and delivery will be at RA's discretion. Individual details will be set out in the Grant Agreement.

4.5 Changes in circumstance

Applicants must inform the RA immediately if there is a change in the circumstances of any person or eligible property (such as a separation, divorce, death, sale of property) that may affect the eligibility, delivery, or outcome of the grant program.

5. Performance, monitoring and reporting

5.1 Audit

The NSW Reconstruction Authority or its agents may audit applications to determine compliance with these program guidelines. The RA reserves the right to undertake an audit of grant funding within a period 7 years from the signing of the funding deed.

The NSW Government may conduct audit and assurance activities to determine compliance with these program guidelines. Applicants' personal information and supporting documentation may be disclosed between the RA and other state government agencies and their agents for the purpose of these activities, or a directly related purpose, in accordance with the terms of the Privacy Collection Notice.

5.2 Evaluation

The NSW Reconstruction Authority will evaluate the Rental Support program as part of a broader evaluation of programs activated for AGRN 1212 – NSW East Coast Severe Weather from May 18, 2025.

The approach of the NSW 1212 East Coast Severe Weather Monitoring and Evaluation package may include the development of an Overarching Monitoring and Evaluation Framework for AGRN 1212 – NSW East Coast Severe.

Delivery of package-level Process, Outcomes and Economic (where stipulated by NSW Treasury Policy).

Where possible, a peer-reviewed process, outcomes and economic evaluation will be undertaken to determine the appropriateness, efficiency and effectiveness of programs incorporating design and measurement of short and medium-term outcomes.

The evaluation will be appropriately resourced as part of program design. A robust evaluation design may include both quantitative and qualitative methods (e.g. interviews, surveys, case studies) including use of existing data sets and information systems. The estimate of cost for the evaluations will be based on, and proportional to, past evaluations conducted by the NSW Reconstruction Authority.

The evaluation will be designed based on best practice principles, tools and resources found within:

- NSW Treasury TPG22-22 Policy and Guidelines: Evaluation
- NSW Treasury TPG23-17 Disaster Cost-Benefit Framework
- The National Monitoring and Evaluation Framework for Disaster Recovery Programs
- NSW Grants Administration Guide
- Australian Centre for Evaluation Toolkit.

The evaluations will be supported by a fit-for-purpose Overarching Evaluation Framework including, Program Logic models, data collection plans, Key Evaluation Questions (KEQs) and performance indicators. Further, the NSW Reconstruction Authority will ensure that trauma-informed approaches are applied, and Human Research Ethics Committee approval is sought, where appropriate.

Evaluation findings, recommendations and opportunities for improvement will be incorporated into future design and implementation where relevant. The NSW Reconstruction Authority is committed to continuous learning and improving evaluation practices and capability within the agency.

6. Additional information and resources

6.1 Privacy Collection Notice

The RA is regulated by the *Privacy and Personal Information Protection Act 1998*. When you submit an application or make an enquiry about this program, the RA collects information from this process. This information may include personal and organisational details, such as your name, job title, business name, phone number and email address. This information will be collected, stored and used by the RA in accordance with the Privacy Collection Notice (PCN) for this program published on the RA's website, including to be added to a mailing list for ongoing and future grants marketing by the RA.

The personal information provided by applicants may be used by the NSW Reconstruction Authority to determine program eligibility. For the same purpose, we may provide this information to other relevant NSW agencies to whom we will routinely disclose personal information. We will not disclose personal information about you to anybody else, unless you have given consent, or we are authorised or required to do so by law. Our Privacy Management Plan describes when this might occur.

6.2 Government Information (Public Access) Act 2009

Applicants should be aware that information submitted and all related correspondence, attachments and other documents may be made publicly available under the *Government Information (Public Access) Act 2009 (NSW)*. Information that is deemed to be sensitive may be withheld.

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 information as possible.
- 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.

6.3 Complaints

Complaints will be managed in accordance with the existing [NSW Government complaints process and policy](#).

The RA is committed to responding to external complaints fairly, efficiently, and effectively. Concerns and complaints procedures for the Program follow the processes set out [here](#).

If you are a person with a disability or experience difficulties in providing your complaint in writing, you can make a verbal complaint by calling (02) 9212 9200. The RA may require a verbal complaint made in writing in circumstances where the matter is complex or contentious.

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

6.4 Evidence

Applicants must provide authorisation for the RA to contact their insurance company to confirm or verify entitlements, or the outcome of any claims made in relation to the eligible disaster.

Successful applicants must consent to the RA conducting an audit of quotations, tax invoices, official receipts, bank statements or other similar records to verify the amounts given under the Program have been used in accordance with the claim.

6.5 Ethical conduct

It is a condition of the program application process that no gifts, benefits, or hospitality are to be made to any NSW Government employee at any time. Any inducement in contravention of this condition may result in an Applicant's proposal not being considered.

Conflict of interest management

The NSW Government requires conflicts of interest to be declared where a conflict, or perceived conflict of interest, arises through this program. Staff must declare any conflicts of interest that may arise as a result of this program through the RA's Code of Conduct processes.

Confidentiality

Upon entering a funding deed, details about the funding deed may be made publicly available (subject to information which the RA deems to be commercial in confidence).

The Applicant agrees not to disclose any confidential information pertaining to the grant program Application or funding deed without prior written consent of the RA.

6.6 Fraudulent claims

The NSW Reconstruction Authority takes fraud and corruption seriously. Suspected fraud will be assessed and investigated as appropriate, which may require the involvement of external parties such as the NSW Police Force or the NSW Independent Commission Against Corruption (ICAC).

By making a declaration in the application form, applicants declare that the information provided in their application form and supporting documentation is true and accurate.

Providing inaccurate, untrue or misleading information may be a breach of criminal law for which serious penalties may apply.

6.7 Changes and publication of program guidelines

The NSW Reconstruction Authority reserves the right to amend, alter or change these guidelines at any time, and it is the responsibility of the applicant to check the relevant website prior to application. All iterations of the public facing grant guidelines and the dates of publication will be available on the NSW Government Grants and Funding Finder.

The NSW Reconstruction Authority does not guarantee or warrant and accepts no legal liability whatsoever arising from or connected to, the accuracy, reliability, currency, or completeness of any material contained in this publication. Information in this publication is provided as general information only and is not intended as a substitute for advice from a qualified professional.

The NSW Reconstruction Authority recommends that users exercise care and use their own skill and judgment in using information from this publication and that users carefully evaluate the accuracy, currency, completeness, and relevance of such information. Users should take steps to independently verify the information in this publication and, where appropriate, seek professional advice.

The NSW Reconstruction Authority reserves the right in our absolute discretion to vary any of the terms contained in this document; accept or reject late Applications; vary the dates for key stages; freely discuss aspects of an Applicant's assessment directly with them; or discontinue this funding round. Lodgement of an application will be taken as consent for the information to be shared with other NSW Government agencies.

Any information submitted by an applicant may be used for promotional material prepared by the NSW Government.

These Guidelines are subject to change at any time at the sole discretion of the NSW Reconstruction Authority. Any changes to the program guidelines may be published on the NSW Government Grants Finder website.