

# Queensland Disaster Relief and Recovery Arrangements

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## GUIDELINES

October 2017



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# Preface

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The Queensland Government operates two programs of assistance pertaining to disasters. Firstly, the Natural Disaster Relief and Recovery Arrangements (NDRRA) is a joint Commonwealth/State program that is able to provide grant and loan assistance to disaster-affected community members, small businesses, non-profit organisations, primary producers and local and State governments for the impact of defined disasters. Secondly, the State Disaster Relief Arrangements (SDRA) is a wholly state funded program that is able to be activated for all hazards, and provides assistance where personal hardship and distress is experienced following the impact of a disaster event.

The key mechanism for the Commonwealth to support the States following a natural disaster is the NDRRA, which is detailed in the Commonwealth Natural Disaster Relief and Recovery Arrangements Determination.

This guideline document provides an overview of arrangements for the activation and delivery of NDRRA and SDRA assistance within Queensland, and forms a guide for local and state Government agencies, non-profit organisations, primary producers, small businesses and the general public on financial assistance that may be available in the event of a disaster.

**Where there are (unintended) inconsistencies between these State guidelines and the Commonwealth NDRRA Determination 2017, the Determination will prevail.**

# Contents

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<b>Preface .....</b>	<b>1</b>
<b>Contents.....</b>	<b>2</b>
<b>What's New.....</b>	<b>5</b>
<b>1 Overview.....</b>	<b>6</b>
1.1 Program intent.....	6
1.2 Arrangements available.....	6
1.3 Response and recovery planning.....	8
1.4 Assistance summary and key contacts .....	8
1.5 Governance.....	9
<b>2 State Disaster Relief Arrangements .....</b>	<b>11</b>
2.1 Overview.....	11
2.2 Activation.....	11
2.3 Activation trigger .....	11
2.4 Area defined for receipt of assistance .....	11
2.5 Assistance available .....	11
2.6 Exclusions.....	12
<b>3 Natural Disaster Relief and Recovery Arrangements .....</b>	<b>13</b>
3.1 Overview.....	13
3.2 Eligible disasters .....	13
3.3 Activation.....	13
3.4 Activation trigger .....	14
3.5 Area defined for receipt of assistance .....	14
3.6 Assistance available .....	15
3.7 Exclusions.....	16
3.8 Commonwealth/State cost sharing arrangements .....	16
3.9 Public acknowledgment of State and Commonwealth assistance .....	17
3.10 Natural disaster mitigation strategies.....	17
<b>4 Personal Hardship Assistance Scheme (PHAS) .....</b>	<b>18</b>
4.1 Overview.....	18
4.2 Administering authority .....	18
4.3 Activation.....	18
4.4 Activation trigger .....	18
4.5 Assistance available .....	18
4.6 Eligibility.....	20
4.7 Application process.....	22
4.8 Administration .....	23
4.9 DCCSDS procedure for submissions to QRA .....	23
4.10 Further information.....	23
<b>5 Essential Services Safety and Reconnection Scheme.....</b>	<b>24</b>
5.1 Overview .....	24
5.2 Administering authority .....	24
5.3 Activation.....	24
5.4 Activation trigger .....	24
5.5 Assistance available .....	24
5.6 Eligibility.....	25
5.7 Application procedure.....	25
5.8 Payments .....	25
5.9 DCCSDS procedure for submissions to QRA .....	25
5.10 Further information.....	26
<b>6 Counter Disaster Operations .....</b>	<b>27</b>
6.1 Overview.....	27
6.2 Administering authority .....	27
6.3 Activation.....	27
6.4 Activation trigger .....	27
6.5 Assistance available .....	27
6.6 Eligibility.....	27
6.7 Application procedure.....	31
6.8 Time limit for submissions.....	32
6.9 Reimbursement.....	32
6.10 Further information.....	32
<b>7 Restoration of Essential Public Assets (REPA) .....</b>	<b>33</b>
7.1 Overview.....	33
7.2 Administering authority .....	33
7.3 Activation.....	33
7.4 Activation trigger .....	33
7.5 Assistance available .....	33
7.6 Eligibility.....	33
7.7 Betterment.....	39
7.8 Public acknowledgement of State and Commonwealth assistance .....	40
7.9 Application and assessment procedure .....	40
7.10 Submission progress reporting .....	40
7.11 Submission acquittal and finalisation .....	40
7.12 Time limit of submissions/expenditure.....	41
7.13 Subsequent NDRRA activations .....	42
7.14 Reimbursement.....	42
7.15 Further information.....	42
<b>8 Disaster Assistance Loans for Small Business.....</b>	<b>43</b>
8.1 Overview.....	43
8.2 Administering authority .....	43

8.3	Activation.....	43
8.4	Activation trigger .....	43
8.5	Assistance available .....	43
8.6	Interest rates.....	43
8.7	Repayment.....	43
8.8	Security.....	43
8.9	Eligibility.....	44
8.10	Application procedure.....	44
8.11	Time limit for claims .....	44
8.12	Further information.....	44
<b>9</b>	<b>Essential Working Capital Loans Scheme for Small Business .....</b>	<b>45</b>
9.1	Overview.....	45
9.2	Administering authority .....	45
9.3	Activation.....	45
9.4	Activation trigger .....	45
9.5	Assistance available .....	45
9.6	Interest rates.....	45
9.7	Repayment.....	45
9.8	Security.....	46
9.9	Eligibility.....	46
9.10	Application procedure.....	46
9.11	Time limit for claims .....	46
9.12	Further information.....	46
<b>10</b>	<b>Disaster Assistance Loans for Primary Producers.....</b>	<b>47</b>
10.1	Overview.....	47
10.2	Administering authority .....	47
10.3	Activation.....	47
10.4	Activation trigger .....	47
10.5	Assistance available .....	47
10.6	Interest rates.....	47
10.7	Repayment.....	48
10.8	Security.....	48
10.9	Eligibility.....	48
10.10	Application procedure.....	48
10.11	Time limit for claims .....	48
10.12	Further information.....	48
<b>11</b>	<b>Essential Working Capital Loans Scheme for Primary Producers .....</b>	<b>49</b>
11.1	Overview.....	49
11.2	Administering authority .....	49
11.3	Activation.....	49
11.4	Activation trigger .....	49
11.5	Assistance available .....	49
11.6	Interest rates.....	49
11.7	Repayment.....	50
11.8	Security.....	50
11.9	Eligibility.....	50
11.10	Application procedure.....	50
11.11	Time limit for claims .....	50
11.12	Further information.....	50
<b>12</b>	<b>Freight Subsidies for Primary Producers .....</b>	<b>51</b>
12.1	Overview.....	51
12.2	Administering authority .....	51
12.3	Activation.....	51
12.4	Activation trigger .....	51
12.5	Assistance available .....	51
12.6	Eligibility.....	51
12.7	DAF application process.....	51
12.8	Further information.....	52
<b>13</b>	<b>Disaster Assistance Loan for Non-Profit Organisations.....</b>	<b>53</b>
13.1	Overview.....	53
13.2	Administering authority .....	53
13.3	Activation.....	53
13.4	Activation trigger .....	53
13.5	Assistance available .....	53
13.6	Repayment.....	53
13.7	Security.....	53
13.8	Eligibility.....	53
13.9	Application procedure.....	54
13.10	Time limit for claims .....	54
13.11	Further information.....	54
<b>14</b>	<b>Essential Working Capital Loans Scheme for Non-Profit Organisations.....</b>	<b>55</b>
14.1	Overview.....	55
14.2	Administering authority .....	55
14.3	Activation.....	55
14.4	Activation trigger .....	55
14.5	Assistance available .....	55
14.6	Interest rates.....	55
14.7	Repayment.....	56
14.8	Security.....	56
14.9	Eligibility.....	56
14.10	Application procedure.....	56
14.11	Time limit for claims .....	56
14.12	Further information.....	56
<b>15</b>	<b>Community Recovery Package .....</b>	<b>57</b>
15.1	Overview.....	57
15.2	Activation trigger .....	57
15.3	Community Recovery Fund.....	57

15.4	Special Disaster Assistance – Recovery Grants for Small Businesses and Non-Profit Organisations.....	58
15.5	Special Disaster Assistance – Recovery Grants for Primary Producers .....	60
<b>16</b>	<b>Extraordinary Special Assistance (Category D).....</b>	<b>63</b>
16.1	Overview.....	63
16.2	Administering authority .....	63
16.3	Activation trigger .....	63
16.4	Eligibility.....	63
16.5	Application process.....	63
16.6	Agency application process.....	64
16.7	Further information.....	64
<b>Appendix 1: Definitions .....</b>		<b>65</b>

# What's New

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## General changes

- Guidelines updated to align with Commonwealth NDRRA Determination 2017:
  - Update to record keeping requirement (s. 1.5.6)
  - Update to eligibility under the Counter Disaster Operations (s. 6)
  - Update to list of eligible essential public assets (s. 7.6)
  - Inclusion of management of redamaged assets under Restoration of Essential Public Assets (s.7.6.4)
  - Amendment to Extension of Time (EOT) due date to QRA from 30 November to 31 October to meet Commonwealth requirements (s. 7.12 )
  - Removal of grant component under the Disaster Assistance Loan for Non-Profit Organisations (s.13)
  - Inclusion of additional information required for Category D business case (s.16.5)
  - Inclusion of additional Definitions (Appendix 1)
- Clarification of timeframes and due dates for relief measures.
- Renaming of grant names under Category A Personal Hardship Assistance Scheme and Category C Community Recovery Package (s. 4.5, s. 8, s. 9, s. 10, s. 11, s. 13, s. 14)

# 1 Overview

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Responsibility for activating the Natural Disaster Relief and Recovery Arrangements (NDRRA) lies with the Minister for Police, Fire and Emergency Services and Minister for Corrective Services (the Minister). The Director-General of the Department of the Premier and Cabinet activates the State Disaster Relief Arrangements (SDRA). Coordinating the financial relief and recovery measures from a whole-of-government perspective and direct support for activations is provided by the Queensland Reconstruction Authority (QRA).

## 1.1 Program intent

The intent of this program is to assist the relief and recovery of communities whose social, financial and economic well-being has been severely affected by a disaster event.

The Queensland Disaster Relief and Recovery Arrangements exist to provide financial support to Queensland communities affected by disaster events. The arrangements are designed to provide a 'safety net' to those in immediate need and who are unable to affect their own recovery.

The eligibility of expenditure under the Commonwealth/State Natural Disaster Relief and Recovery Arrangements (NDRRA) or the Queensland State Disaster Relief Arrangements (SDRA) related to efforts to assist in the community's relief and recovery, should not be a consideration when determining whether action should be undertaken.

In carrying out eligible measures, state and local governments must act consistently with the principles that:

- a) recovery is a shared responsibility for individuals, households, businesses and communities, as well as for all levels of governments where access to capital or appropriate strategies for natural disaster mitigation are considered; and
- b) its assistance is not to supplement, or operate as a disincentive for, self-help by way of either access to capital or appropriate strategies for natural disaster mitigation or provide compensation; and
- c) the assistance is designed to achieve an efficient allocation of resources; and
- d) those affected in the same way by the same eligible disaster should receive the same assistance, within the limitations of this determination.

The arrangements do not extend to disasters where poor environmental planning, commercial development, personal intervention (excluding eligible terrorist events) or accidents are significant contributing factors to the event. While the schemes provide a measure of financial support, the primary responsibility for the safeguarding and restoration of private and public assets remain with the owner. The financial exposure borne to taxpayers (at all levels of government) under the NDRRA/SDRA should be minimised.

Note: For the purposes of this guideline, and in line with the Commonwealth's determination that the NDRRA includes terrorist events, the term 'eligible disaster' or 'natural disaster' will be used through the majority of this document.

## 1.2 Arrangements available

Within Queensland, one of two financial arrangements can be activated to assist individuals or communities affected by a disaster event.

### 1.2.1 Natural Disaster Relief and Recovery Arrangements (NDRRA)

Natural disasters (including terrorist events) often result in large-scale expenditure by governments in the form of disaster relief and recovery payments and infrastructure restoration. To assist with this burden, the Commonwealth and Queensland Government have made arrangements to provide financial assistance to the states in some circumstances. Usually the assistance is in the form of partial reimbursement of actual expenditure.

The Commonwealth's assistance is set out in the *Natural Disaster Relief and Recovery Arrangements Determination 2017* (the Determination) and are administered by the Attorney-General's Department ([www.disasterassist.gov.au](http://www.disasterassist.gov.au)).



Eligible disasters can include any one of, or combination of the following:

- bushfire
- flood
- storm
- tornado
- cyclone
- landslide
- storm surge
- tsunami
- earthquake
- meteor strike
- terrorist event

The Determination establishes four categories of assistance available under the NDRRA program:

<b>Category A</b>	<ul style="list-style-type: none"> <li>a) A form of emergency assistance that is given to individuals to alleviate their personal hardship or distress arising as a direct result of an eligible disaster.</li> <li>b) Counter Disaster Operations for direct assistance to alleviate personal hardship and distress and address the immediate emergency needs of an individual.</li> </ul>
<b>Category B</b>	<ul style="list-style-type: none"> <li>a) Restoration or replacement of eligible essential public assets damaged as a direct result of an eligible disaster.</li> <li>b) Loans to small businesses, primary producers and non-profit organisations.</li> <li>c) Freight subsidies to primary producers.</li> <li>d) Grants to needy individuals.</li> <li>e) Counter Disaster Operations for the protection of the general public.</li> </ul>
<b>Category C</b>	A community recovery package designed to support a holistic approach to the recovery of regions, communities or sectors severely affected by an eligible disaster.
<b>Category D</b>	An act of relief or recovery carried out to alleviate distress or damage in circumstances that are exceptional.

The Queensland Disaster Relief and Recovery Arrangements Guidelines (this document) outline a range of pre-agreed relief measures under the Commonwealth's Categories A and B, also known as 'standard assistance'.

These arrangements exist between the Queensland Government and the Commonwealth Government for reimbursement of expenditure on eligible disaster events, and provide a cost sharing formula for these relief measures between the State of Queensland (the State) and the Commonwealth.

Under the Determination, Category C and D is special assistance beyond the standard NDRRA arrangements and may be made available to the State upon formal request. The Community Recovery Package available under Category C is designed to provide assistance to enable holistic recovery of a community severely affected by an eligible disaster event. Other acts of relief and recovery (also known as extraordinary special arrangements) under Category D enable funding to alleviate distress or damage in circumstances that are deemed exceptional in the opinion of the Prime Minister. The cost sharing of this assistance is determined at the time of the event.

### 1.2.2 State Disaster Relief Arrangements (SDRA)

The intent of the SDRA is to assist in the relief of communities whose well-being has been severely affected by a disaster event (natural or non-natural). The SDRA is funded 100 per cent by the state, and therefore not subject to the Commonwealth event eligibility provisions or the Small Disaster Criterion that exists under the NDRRA. As a consequence, the SDRA is able to address a wider range of disaster events and circumstances where personal hardship exists.

### 1.3 Response and recovery planning

The following table provides a guide to the application of standard NDRRA/SDRA assistance relief measures within response and recovery planning

<b>Economic Support</b> <ul style="list-style-type: none"> <li>• Essential Working Capital Loans Scheme for Non-profit Organisations (NDRRA)</li> <li>• Essential Working Capital Loans Scheme for Primary Producers (NDRRA)</li> <li>• Essential Working Capital Loans Scheme for Small Business (NDRRA)</li> <li>• Disaster Assistance Loans for Primary Producers (NDRRA)</li> <li>• Disaster Assistance Loans for Small Business (NDRRA)</li> <li>• Disaster Assistance loan for Non-Profit Organisations (NDRRA)</li> <li>• Freight Subsidies for Primary Producers (NDRRA)</li> </ul>	<b>Social Support</b> <ul style="list-style-type: none"> <li>• Personal Hardship Assistance Scheme (NDRRA and SDRA)</li> <li>• Counter Disaster Operations (NDRRA and SDRA)</li> <li>• Essential Services Safety and Reconnection Scheme (NDRRA)</li> <li>• Disaster Assistance loans for Non-Profit Organisations (NDRRA)</li> </ul>
<b>Essential Public Infrastructure (Built Environment)</b> <ul style="list-style-type: none"> <li>• Restoration of Essential Public Assets (NDRRA)</li> </ul>	<b>Natural Environment</b> <ul style="list-style-type: none"> <li>• NOT available under standard SDRA and/or NDRRA</li> </ul>

*NOTE: Special Assistance (Community Recovery Package and Extraordinary Special Arrangements) under the NDRRA may be available. These special assistance measures may fall within any or all of the above response and recovery quadrants.*

### 1.4 Assistance summary and key contacts

The following table provides a quick reference to the assistance that may be available to individuals, communities, local and state government agencies affected by an active NDRRA/SDRA event.

For information regarding whole-of-government program management, please contact Queensland Reconstruction Authority (QRA). Contact details are provided in the table below.

	Relief Measures Available	Contact Details
<b>Individuals</b>	<ul style="list-style-type: none"> <li>• Personal Hardship Assistance Scheme</li> <li>• Essential Services Safety and Reconnection Scheme</li> </ul>	Department of Communities, Child Safety and Disability Services Community Recovery Hotline: 1800 173 349 Website: <a href="http://www.communities.qld.gov.au">www.communities.qld.gov.au</a>
<b>Small Businesses</b>	<ul style="list-style-type: none"> <li>• Disaster Assistance Loans</li> <li>• Essential Working Capital Loans Scheme</li> <li>• Special Disaster Assistance – Recovery Grants</li> </ul>	Queensland Rural and Industry Development Authority Telephone: 1800 623 946 Website: <a href="http://www.qrida.qld.gov.au">www.qrida.qld.gov.au</a>
<b>Primary Producers</b>	<ul style="list-style-type: none"> <li>• Disaster Assistance Loans</li> <li>• Essential Working Capital Loans Scheme</li> <li>• Special Disasters Assistance – Recovery Grants</li> <li>• Freight Subsidies for Primary Producers</li> </ul>	Queensland Rural and Industry Development Authority Telephone: 1800 623 946 Website: <a href="http://www.qrida.qld.gov.au">www.qrida.qld.gov.au</a>  Department of Agriculture and Fisheries Telephone: 07 3096 6832 Website: <a href="http://www.daf.qld.gov.au">www.daf.qld.gov.au</a>

	Relief Measures Available	Contact Details
<b>Non-Profit Organisations</b>	<ul style="list-style-type: none"> <li>Disaster Assistance Loans</li> <li>Essential Working Capital Loans Scheme</li> <li>Special Disasters Assistance - Recovery Grants</li> </ul>	Queensland Rural and Industry Development Authority Telephone: 1800 623 946 Website: <a href="http://www.qrida.qld.gov.au">www.qrida.qld.gov.au</a>
<b>Local Government</b>	<ul style="list-style-type: none"> <li>Counter Disaster Operations</li> <li>Restoration of Essential Public Assets</li> </ul>	Queensland Reconstruction Authority Telephone: 1800 110 841 Websites: <a href="http://www.qldreconstruction.org.au">www.qldreconstruction.org.au</a>
<b>State Government</b>	<ul style="list-style-type: none"> <li>Counter Disaster Operations</li> <li>Restoration of Essential Public Assets</li> </ul>	Queensland Reconstruction Authority Telephone: 1800 110 841 Websites: <a href="http://www.qldreconstruction.org.au">www.qldreconstruction.org.au</a>

## 1.5 Governance

### 1.5.1 Certification

All submissions, including progress reports, must be certified by the agency in line with its delegations authority.

### 1.5.2 Allowable Time Limit

Approved expenditure for eligible events under pre-agreed relief measures can be incurred in the period of 24 months after the end of the financial year in which the relevant disaster occurred. However, there are time limits that apply for specific relief measures and activities conducted under those relief measures. These time limits are outlined in the appropriate relief measure.

Extensions above the time limits may be requested in exceptional circumstances through QRA.

### 1.5.3 Goods and Services Tax (GST)

When claiming reimbursement of expenditure the amount to be lodged must be the GST exclusive actual cost incurred.

### 1.5.4 Submission assessment

All submissions are assessed in accordance with the *Financial Accountability Act 2009*.

### 1.5.5 Insurance

State and local governments must have adequate capital or access to capital to fund liabilities or infrastructure losses, where possible. State and local governments must proactively explore a range of insurance options in the marketplace and assess available options on a cost-benefit basis.

### 1.5.6 Reporting

#### 1.5.6.1 Progress reporting

Agencies with active programs are required to provide regular progress reports on the status of works and expenditure throughout project delivery. Reporting requirements are detailed at section 7.10.

#### 1.5.6.2 Ad-hoc reporting

Ad-hoc reporting may be requested of all agencies to QRA as required.

#### 1.5.6.3 Regular program reporting

At regular intervals (up to four times per year), state and local government agencies are required to provide actual and estimated expenditure to QRA for the current financial year and next two financial years for NDRRA eligible disaster events. Data is to be provided to QRA using a template supplied, within the requested timeframe. This is to facilitate reporting requirements of the Commonwealth and Queensland Treasury.

### **1.5.7 Record Keeping**

For expenditure reimbursed under the NDRRA, State and local government agencies must keep an accurate audit trail for seven (7) years from the end of the financial year in which the expenditure is claimed by the State, or until such time as the claim is acquitted by the Commonwealth.

For assurance purposes, the Commonwealth may at any time, via the QRA, request documentation from state and local government agencies to evidence the state's compliance with any aspect of the Determination.

This may include, but not be limited to access to project level information, to confirm that acquittal of a submission is in accordance with the principles, conditions, and eligibility rules of the Determination and its guidelines.

### **1.5.8 Assurance Activities**

The Commonwealth may at any time undertake assurance activities to reconcile audited state claims either directly or via an independent advisor. Agencies may be required to provide documentation to support any assurance activities.

These assurance activities may include, but are not limited to:

- audit;
- site inspections;
- obtaining relevant documentary evidence to support value for money assessments;
- verification reviews on measures or projects.

### **1.5.9 Queensland Relief and Recovery Arrangements Guidelines Review**

These guidelines are reviewed by QRA annually, or as required, in collaboration with administering agencies of relief measures.

Enquiries regarding information contained within these guidelines should be referred to:

Resilience and Recovery Branch  
Queensland Reconstruction Authority  
PO Box 15428, City East 4002  
Telephone: 1800 110 841 / Facsimile: (07) 3008 7299  
E-mail: [info@qldra.org.au](mailto:info@qldra.org.au)

## 2 State Disaster Relief Arrangements

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### 2.1 Overview

The State Disaster Relief Arrangements (SDRA) are a wholly state funded, all hazards, personal hardship financial assistance package that can be activated to assist Queensland communities recover from a disaster event. The SDRA are not subject to the Commonwealth imposed event eligibility provisions or the Small Disaster Criterion that exists under the NDRRA. As a consequence, the SDRA is able to address a wider range of disaster events and circumstances where personal hardship exists.

### 2.2 Activation

The Department of Communities, Child Safety and Disability Services has the responsibility to request activation of the SDRA.

The Director-General of the Department of the Premier and Cabinet is responsible for the activation of the SDRA. Direct support for this role is provided by the QRA.

Where the SDRA is activated, notification of the activation, relief measures activated and area defined for receipt of assistance will be distributed via email to key stakeholders and published online at [www.qldreconstruction.org.au](http://www.qldreconstruction.org.au) and [www.disaster.qld.gov.au](http://www.disaster.qld.gov.au).

### 2.3 Activation trigger

As a personal hardship program the SDRA can only be activated when advice is received from the Department of Communities, Child Safety and Disability Services, as the administering authority, to activate the Personal Hardship Assistance Scheme. The advice must stipulate that local service providers have reached their capacity to provide a service to people identified as experiencing personal hardship as a direct result of a disaster event, or that there are no local service providers to assist in the event of a disaster.

### 2.4 Area defined for receipt of assistance

The area defined for the receipt of assistance is provided by the Department of Communities, Child Safety and Disability Services and may consist of residents, a single community, a local government area or a number of local government areas that have been directly impacted by an eligible disaster event.

In order to determine disaster affected communities eligible for SDRA funding, the Director-General of the Department of the Premier and Cabinet will define a specific date range and geographic boundary to which SDRA relief measures will apply. This 'area definition' will also indicate the disaster event and its timing. Typically the area definition will read –

*"Communities within [insert geographic area] affected by [insert eligible disaster type i.e. flooding, storms, cyclone, etc.] in/from [insert month or date]"*.

The addition of local government areas or extensions of the timeframes within this definition are activated on the basis of need.

### 2.5 Assistance available

There are two relief measures available for activation under the SDRA: *Personal Hardship Assistance Scheme* and *Counter Disaster Operations*

#### 2.5.1 Personal Hardship Assistance Scheme

Financial assistance for individuals suffering personal hardship and distress may be available for immediate needs, essential household contents and structural assistance.

#### 2.5.2 Counter Disaster Operations

Eligible extraordinary operational costs incurred as a direct result of the event or impending event.

## **2.6 Exclusions**

The protection, emergency repairs and restoration of state and local government assets are not covered under the SDRA. The Restoration of Essential Public Assets relief measure and all other relief measures require the NDRRA to be activated.

## 3 Natural Disaster Relief and Recovery Arrangements

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### 3.1 Overview

A mechanism used by the Queensland Government for providing financial assistance to communities affected by eligible disaster events is the Natural Disaster Relief and Recovery Arrangements (NDRRA).

These arrangements provide a cost sharing formula between the Commonwealth and the State as well as a range of pre-agreed relief measures. The Commonwealth Attorney-General determines the terms and conditions of assistance under the NDRRA (including loans and subsidies). All assistance schemes must comply with the Determination and additional supplementary clarifications, and are subject to Commonwealth acceptance.

### 3.2 Eligible disasters

An *eligible disaster* as defined in the Determination (Section 1.1) is a natural disaster or terrorist act for which:

- a coordinated multi-agency response was required; and
- state expenditure exceeds the *Small Disaster Criterion*.

Such serious disruption can be caused by any one, or a combination, of the following natural hazards: bushfire, earthquake, flood, major storm, cyclone, storm surge, landslide, tsunami, meteorite strike, tornado, or terrorist event.

Eligible disasters do not include disasters where human activity is a significant contributing cause (e.g. poor environmental planning, commercial development, personal intervention (excluding arson and eligible terrorist events) or accidents.

### 3.3 Activation

#### 3.3.1 Standard arrangements – personal and community

The Queensland Minister for Police, Fire and Emergency Services and Minister for Corrective Services, supported by QRA, is responsible for activating and coordinating the delivery of NDRRA relief measures.

Following a disaster event, state and/or local government agencies are to advise the QRA (via its Regional Liaison Officer or email [NDRRA@qldra.org.au](mailto:NDRRA@qldra.org.au)) that it has been impacted by a disaster event and activation of the NDRRA may be required. If activation is required, agencies are to complete the NDRRA Activation Request Template located on the QRA website and lodge with all relevant information. The completed form is emailed to [NDRRA@qldra.org.au](mailto:NDRRA@qldra.org.au), cc'ing its Regional Liaison Officer.

QRA, on behalf of the Minister, will consult with administrative agencies to obtain initial expenditure estimates on eligible relief measures and impact to the community. If collated expenditure estimates on eligible relief measures exceed the Small Disaster Criterion set by the Commonwealth (\$240,000 for 2017/18) and the event meets the definition of an *eligible event*, QRA will advise the Minister that it is appropriate to activate the NDRRA. QRA must notify the Commonwealth of an eligible disaster event within three (3) months of the disaster occurring.

For terrorist acts, the Commonwealth must first determine the event to be a terrorist act for the purposes of an eligible disaster under the NDRRA.

For isolated disaster events that do not reach the NDRRA criteria, the SDRA may apply to relief measures for community response and assistance to individuals. The relief measures are activated upon an identification of need by the administering agencies as detailed under the requirements for each measure.

The activation of the NDRRA and relief measures is distributed to key stakeholders via an email notification and the details of the NDRRA activation are also made available online at [www.qldreconstruction.org.au](http://www.qldreconstruction.org.au) and [www.disaster.qld.gov.au](http://www.disaster.qld.gov.au) in the "NDRRA activations" section.

### 3.3.2 Special circumstances assistance – Community Recovery Package and extraordinary special arrangements

Following a severe eligible disaster event, the activation of the Community Recovery Package (Category C) and extraordinary special arrangements (Category D) may be considered. Relief measures offered under these categories are additional to the standard assistance available under the NDRRA, and are beyond what is usually required to support a community to recover.

Note: Category A and Category B and their component parts are stand-alone and can be activated individually and non-sequentially. *However, Category C and D assistance cannot be activated without Category B being available.*

## 3.4 Activation trigger

### 3.4.1 Standard assistance

To activate the NDRRA, the event must meet the definition of an eligible disaster and eligible expenditure must exceed the Small Disaster Criterion, set by the Commonwealth. That is, eligible expenditure incurred undertaking eligible activities across all state and local government agencies impacted by the event, must exceed the Small Disaster Criterion. The Small Disaster Criterion for 2017/18 is \$240,000.

Each relief measure also has an activation trigger, and must meet the Commonwealth definitions pertaining to eligible disasters and eligible claims.

### 3.4.2 Special assistance

For special assistance to be considered, standard NDRRA assistance must be activated. There must also be joint agreement between the Premier and the Prime Minister for special assistance to be activated.

## 3.5 Area defined for receipt of assistance

### 3.5.1 Standard assistance

In order to determine disaster affected communities eligible for NDRRA funding, the Minister for Police, Fire and Emergency Services will define a specific date range and geographic boundary to which NDRRA relief measures will apply. This 'area definition' will also indicate the disaster event and its timing.

Typically the area definition will read as follows:

*Communities within [insert geographic area] affected by [insert eligible disaster type i.e. flooding, storms, cyclone, etc.] in/from [insert month or date].*

### 3.5.2 Special assistance

The definition of those communities eligible for special assistance funding will be determined by the Prime Minister and the Premier for a specified event.

**NOTE:** The declaration of a disaster situation and the area covered by the declaration is not related to the activation of the NDRRA and the area defined for the receipt of financial assistance.

The '**declaration of a disaster situation**' is a formal declaration invoked under the *Disaster Management Act 2003*. It is a short-term declaration that provides additional operational powers to the Queensland Police Service and emergency services prior to, during and in the immediate wake of a disaster event.

The '**activation of the NDRRA**' by the Minister provides jointly funded State/Commonwealth financial assistance to communities affected by eligible disaster events.



### 3.6 Assistance available

The following available assistance is designed to help those within the community who do not have the resources to provide for their own recovery.

#### 3.6.1 Standard assistance (Category A & B)

Relief measure	Assistance available
<b>Counter Disaster Operations (QRA)</b>	<ul style="list-style-type: none"> <li>Counter Disaster Operations are activities undertaken by local and state government agencies to alleviate personal hardship and distress, address the immediate needs of individuals and for the protection of the general public immediately before, during and immediately following a disaster event.</li> </ul>
<b>Restoration of Essential Public Assets (QRA)</b>	<ul style="list-style-type: none"> <li>Reimbursement to local and state government agencies for the restoration or replacement of essential public assets to their pre-disaster standard.</li> </ul>
<b>Disaster Assistance Loans for Primary Producers (QRIDA)</b>	<ul style="list-style-type: none"> <li>Concessional loans to primary producers who have suffered direct damage caused by an eligible disaster.</li> </ul>
<b>Essential Working Capital Loans Scheme for Primary Producers (QRIDA)</b>	<ul style="list-style-type: none"> <li>Concessional loans to primary producers who have suffered a significant loss of income as a consequence of an eligible disaster.</li> </ul>
<b>Freight Subsidies to Primary Producers (DAF)</b>	<ul style="list-style-type: none"> <li>Assistance for movement of livestock, fodder or water for livestock, building, fencing equipment or machinery (50% subsidy).</li> </ul>
<b>Disaster Assistance Loans for Small Business (QRIDA)</b>	<ul style="list-style-type: none"> <li>Concessional loans to small business operators who have suffered direct damage caused by an eligible disaster.</li> </ul>
<b>Essential Working Capital Loans Scheme for Small Business (QRIDA)</b>	<ul style="list-style-type: none"> <li>Concessional loans to small businesses who have suffered a significant loss of income as a consequence of an eligible disaster.</li> </ul>
<b>Disaster Assistance Loans for Non-Profit Organisations (QRIDA)</b>	<ul style="list-style-type: none"> <li>Concessional loans to non-profit organisations who have suffered direct damage caused by an eligible disaster standard.</li> </ul>
<b>Essential Working Capital Loans Scheme for Non-Profit Organisations (QRIDA)</b>	<ul style="list-style-type: none"> <li>Concessional loans to non-profit organisations who have suffered a significant loss of income as a consequence of an eligible disaster.</li> </ul>
<b>Personal Hardship Assistance Package (Department of Communities, Child Safety and Disability Services)</b>	<ul style="list-style-type: none"> <li>To alleviate personal hardship and distress.               <ul style="list-style-type: none"> <li>Emergency Hardship Assistance – provides for the acquisition of food, clothing, accommodation and medical supplies in the immediate aftermath of an event.</li> <li>Essential Services Hardship Assistance – provides assistance for individuals or families suffering hardship from an extended loss of essential services.</li> <li>Essential Household Contents Grant/replacement.</li> <li>Structural Assistance Grant - Repairs/replacement of dwellings.</li> </ul> </li> </ul>
<b>Essential Services Safety and Reconnection Scheme (Department of Communities, Child Safety and Disability Services)</b>	<ul style="list-style-type: none"> <li>Provides financial assistance of up to \$5,000 to individuals and families as a contribution towards safety inspections of and repairs to essential services (i.e. electricity, gas, water and sewerage) damaged by an eligible disaster.</li> </ul>

### 3.6.2 Special circumstances assistance (Category C & D)

Under special circumstances assistance there are two (2) categories that may be considered for activation:

#### 3.6.2.1 Community Recovery Package (Category C)

Relief measures that may be made available under this Category to support severely include:

Relief Measure	Assistance Available (NB: figures provided are current rates)
Special Disaster Assistance - Recovery Grants for Primary Producers	<ul style="list-style-type: none"><li>Grants to primary producers who have suffered direct damage caused by an eligible disaster.</li></ul>
Special Disaster Assistance - Recovery Grants for Small Business	<ul style="list-style-type: none"><li>Grants to small business operators who have suffered direct damage caused by an eligible disaster.</li></ul>
Special Disaster Assistance - Recovery Grants for Non-Profit Organisations	<ul style="list-style-type: none"><li>Grant to non-profit organisations who have suffered direct damage caused by an eligible disaster.</li></ul>
Community Recovery Fund	<ul style="list-style-type: none"><li>Aimed at community recovery, community development and community capacity building for the future.</li></ul>

#### 3.6.2.2 Exceptional Circumstance Assistance (Category D)

This relates to acts of relief and recovery that are considered exceptional. It is extraordinary special assistance for funding above and beyond the standard suite of NDRRA assistance. Approval is by the Prime Minister and Premier. There are no set relief measures available under this category.

## 3.7 Exclusions

Ineligible events under NDRRA:

- a) drought\*
- b) frost
- c) heatwave
- d) epidemic events resulting from:
  - i. poor environmental planning
  - ii. commercial development; or
  - iii. personal intervention (excluding eligible arson and terrorist events)
- e) Non-natural disasters (excluding terrorist events)
- f) Small natural disasters where state expenditure (on all assistance measures) does not exceed the Commonwealth Small Disaster Criterion.
- g) Disaster events that do not meet the Commonwealth definition of a disaster.

\* The Commonwealth and State Governments provide a number of drought measures under other funding arrangements. In Queensland, further information regarding this assistance is available from Centrelink and the Department of Agriculture and Fisheries.

## 3.8 Commonwealth/State cost sharing arrangements

Commonwealth assistance during a financial year for State expenditure on Category A, B and C measures is calculated as follows:

First Threshold - 0.225 per cent of the State's total general government sector revenue and grants in the financial year two years prior to the relevant financial year; and

Second Threshold - 1.75 times the State's first threshold.

- a) If the State's first threshold has not been exceeded—50 per cent of state expenditure on Category A for one or more eligible disasters.
- b) If the State's first threshold has been exceeded—50 per cent of state expenditure on Category A and B measures for one or more eligible disasters, between the state's first and second threshold;

- c) plus 75 per cent of all such expenditure on Category A, B and C measures in excess of the state's second threshold.

The cost sharing ratio between the Commonwealth and the State for each Category D relief measure will be calculated at a rate determined by the Commonwealth on approval of each Category D program.

### **3.9 Public acknowledgment of State and Commonwealth assistance**

The Determination states that a prerequisite for assistance is recognition of the Commonwealth contribution to assistance provided under the NDRRA. To comply with this requirement, public advice and media releases should refer to assistance as being “jointly funded by the Commonwealth and Queensland under the Natural Disaster Relief and Recovery Arrangements”.

At the point at which the State announces assistance measures under the NDRRA, the State must acknowledge the Commonwealth in a joint media release with the Minister or representative, unless otherwise agreed by the Commonwealth.

In addition, the Federal Member of the House of Representatives must be notified in writing where there is an intention to undertake essential public asset restoration or replacement project (including for assets owned by local governments) in their electorate.

Prior agreement must be sought with the Commonwealth on the nature and content of any subsequent events, announcements, promotional material or publicity relating to any assistance measure under the NDRRA. This must be undertaken by applicants and includes but is not limited to:

- a) media releases regarding NDRRA assistance measures;
- b) essential public asset ceremonies;
- c) media events that include reference to NDRRA funding or relief measures; or
- d) plaques and signage at any asset restoration or replacement project sites.

QRA may assist with coordinating this process for applicants. Evidence of Commonwealth acknowledgement for joint funding must be provided to the Commonwealth at the time the State lodges a claim. State and local government agencies must lodge evidence if requested by QRA to meet this requirement.

### **3.10 Natural disaster mitigation strategies**

The QRA is required to provide evidence of the implementation of appropriate natural disaster mitigation strategies at the time of submitting the audited State claim. The QRA is also obliged to provide evidence of the implementation of appropriate natural disaster mitigation strategies at any other times when the Commonwealth requests. To meet this requirement, agencies are to provide evidence when requested by the QRA.

## 4 Personal Hardship Assistance Scheme (PHAS)

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### 4.1 Overview

The Personal Hardship Assistance Scheme provides financial assistance to individuals and families directly affected by an eligible disaster event to alleviate personal hardship and distress and who require support to provide for their own recovery or would otherwise experience more serious hardship. This relief measure is intended to help address the immediate emergency needs of disaster affected individuals.

Subject to eligibility, the scheme provides financial assistance contributing toward:

- a) addressing immediate critical needs (e.g. emergency accommodation)
- b) addressing hardship arising from loss of an essential service
- c) replacing or repairing essential uninsured household contents
- d) repairing uninsured dwellings to a safe, habitable and secure condition
- e) personal and financial counselling aimed at alleviating personal hardship and distress arising as a direct result of the eligible disaster.

This relief measure is available under NDRRA Category A (refer Determination s. 5.2.1 – emergency assistance to individuals) and the SDRA.

### 4.2 Administering authority

Department of Communities, Child Safety and Disability Services

### 4.3 Activation

**Requested By:** Department of Communities, Child Safety and Disability Services

**Activation Authority:** The Minister for Police, Fire and Emergency Services and Minister for Corrective Services (NDRRA)

Director-General of the Department of the Premier and Cabinet (SDRA)

### 4.4 Activation trigger

Activation of the NDRRA/SDRA and activation of this measure is upon advice from the Department of Communities, Child Safety and Disability Services that local service providers have reached their capacity to provide a service to people identified as experiencing personal hardship as a direct result of a disaster, or that there are no local service providers to assist in the event of a disaster.

### 4.5 Assistance available

There are four grants available to eligible individuals and families under the Personal Hardship Assistance Scheme – *Emergency Hardship Assistance*, *Essential Services Hardship Assistance*, the *Essential Household Contents Grant* and the *Structural Assistance Grant*.

This assistance is intended to be in the nature of an emergency helping hand—assistance is targeted to individuals who have a genuine need, rather than those who can support/fund their own relief and recovery. It is not to replace all losses, to compensate for losses or to operate as an alternative to insurance but is to contribute to and support an individual's or family's own recovery.

Eligibility criteria for the grants are detailed at Section 4.6. Applicants may also be referred to local service providers supporting community recovery.

These grants are in addition to the Essential Services Safety and Reconnection Scheme and do not affect the maximum amount payable under this scheme and vice versa. However the Structural Assistance Grant cannot be used for the same purposes of costs claimed under the Essential Services Safety and Reconnection Scheme.

#### 4.5.1 Emergency Hardship Assistance

Emergency Hardship Assistance is a grant that is available to address the immediate needs (e.g. food, clothing, emergency accommodation or medical supplies) of individuals and families who are unable to provide for their own recovery from their own resources. The grant amount is \$180 for individuals and up to \$900 for families.

#### 4.5.2 Essential Services Hardship Assistance

A second grant is available for individuals or families who are directly impacted by the loss of one or more essential services for more than five (5) days to their principal place of residence, are suffering hardship and are unable to provide for their own recovery from their own resources. The grant amount is \$150 for individuals and up to \$750 for families.

#### 4.5.3 Essential Household Contents Grant

The Essential Household Contents Grant is a financial contribution towards the repair or replacement of uninsured essential household contents. The maximum grant amount is \$1,765 for an individual and \$5,300 for couples or families. The grant amount is based on the maximum contribution towards eligible items detailed in the table below where this contribution does not exceed the pre-disaster value of the damaged or lost item.

**Table: Essential Household Contents Grant eligible items and maximum contribution**

Eligible Items	Maximum Contribution
<b>Food</b>	
First adult 18 years and over	\$155
Subsequent adults 18 years and over	\$105
Each child under 18 years	\$50
<b>Cooking utensils (includes crockery, cutlery &amp; kitchen appliances such as fry pans and microwave ovens)</b>	
Household limit	\$105
<b>Bedding (individual adults are only eligible for single bed allowance regardless of the size of their previous bed)</b>	
Single mattress	\$135
Double/queen mattress (couples only)	\$260
Single sheet set	\$30
Double/queen sheet set (couples only)	\$40
Blanket/doona/quilt single	\$30
Blanket/doona/quilt double/queen (couples only)	\$40
<b>Household linen</b>	
First adult 18 years and over	\$50
Subsequent adults 18 years and over	\$25
Each child under 18 years	\$25
<b>Furniture (individual adults can only qualify for single bed allowance regardless of size of previous bed)</b>	
Single bed	\$135
Double/queen bed	\$155
5 piece dining suite	\$225
7 piece dining	\$340
<b>Floor coverings</b>	
Per square metre	\$20
Maximum assistance (14 square metres)	\$280
<b>Clothing &amp; shoes</b>	
Each adult 18 years and over	\$365
Each child under 18 years	\$225
<b>Major appliances / whitegoods</b>	
Refrigerators (fridge-freezers)	\$465
Freezers (standalone) <sup>1</sup>	\$310
Non-fixtured stove	\$310
Washing machine	\$310
Clothes dryer <sup>1</sup>	\$155
Water pumps (to bring water to the home) <sup>1</sup>	\$365
Air conditioners <sup>1</sup>	\$310
Hot water systems (home owners only – not tenants)	\$340

**Notes:**

1. Item is only considered eligible under specific event and / or location conditions.

#### 4.5.4 Structural Assistance Grant

The Structural Assistance Grant is a financial contribution toward the repair of damage to a dwelling (including caravans and residential vessels) caused by an eligible disaster to return it to a safe, habitable and secure condition.

The maximum grant amount is \$10,995 for individuals and \$14,685 for couples or families. The grant amount is determined in consultation with the Department of Housing and Public Works following an assessment of the dwelling and will not exceed the dwelling's pre-disaster value.

In circumstances where the cost of repairs to a caravan or residential vessel exceeds its pre-disaster value, a financial contribution may be made towards the purchase of a replacement limited to the lesser of the pre-disaster value or the maximum grant amount.

### 4.6 Eligibility

The Personal Hardship Assistance Scheme provides financial assistance to individuals and families who are affected by an eligible disaster event and are unable to provide for their own recovery from their own resources and would otherwise experience more serious hardship.

Additional eligibility criteria specific to each grant are detailed below. Other criteria may apply and applicants should contact the Department of Communities, Child Safety and Disability Services for further information.

#### 4.6.1 Emergency Hardship Assistance

Emergency Hardship Assistance is available to individuals and families who, as a direct consequence of an eligible disaster event, are in immediate need of food, clothing, accommodation and /or medical supplies and are unable to provide for themselves from their own resources. Emergency Hardship Assistance is only available for seven days following activation. The timeframe of this grant can be extended (maximum availability period of 28 days) where necessary and appropriate by the Minister for Communities, Women and Youth, Minister for Child Safety and Minister for the Prevention of Domestic and Family Violence.

Applicants for this grant are not required to meet income criteria.

The following circumstances are **not** grounds for receiving Emergency Hardship Assistance:

- a) business loss or damage including compensation for loss of income
- b) farm or property damage (excluding a principal place of residence)
- c) loss of tools of trade
- d) essential services outage (under six days)
- e) isolation within properties.

#### 4.6.2 Essential Services Hardship Assistance

The Essential Services Hardship Assistance grant payment is available for individuals or families who are directly impacted by the loss of one or more essential services to their principal place of residence for more than five days, are suffering hardship, and are unable to provide for their own recovery from their own resources. Assistance is only available for seven days following activation of this grant. The timeframe of this grant can be extended (maximum availability period of 28 days) where necessary and appropriate by the Minister for Communities, Women and Youth, Minister for Child Safety and Minister for the Prevention of Domestic and Family Violence.

An essential service is deemed to be:

- a) electricity (including generators where property is powered by generators or other power supply such as turbine power or solar power)
- b) gas (including bottled gas)
- c) water (including water tanks where property is reliant on tank water)
- d) sewerage (including septic tanks).

This payment will be available for loss of:

- electricity, including other forms of power supply (including generators where property is powered by generators or other power supply such as turbine power or solar power) and this is the only source of power to the property
- gas (only when the property is gas only, if there is electricity to the property, then the loss of gas alone does not qualify for assistance)
- water (only when alternative water is not being supplied)
- sewerage when residents are unable to stay in their homes due to health and safety issues.

Applicants are required to provide permission for their details to be cross checked with the relevant service provider. Applicants for this grant are not required to meet income criteria.

The following circumstances are **not** grounds for receiving Essential Services Hardship Assistance:

- a) business loss or damage including compensation for loss of income
- b) farm or property damage (excluding a principal place of residence)
- c) loss of tools of trade
- d) isolation within properties.

#### 4.6.3 Essential Household Contents Grant

To be eligible, applicants must:

- a) own the essential household items in their principal place of residence that are the subject of the grant application
- b) not be insured for household contents (proof of outcome required for applicants who have had insurance claims declined)
- c) meet income criteria (refer Section 4.6.5).

#### 4.6.4 Structural Assistance Grant

To be eligible, applicants must:

- a) own the dwelling that is the subject of the grant application
- b) have occupied the dwelling as their principal place of residence at the time of the disaster
- c) not be insured for the damage caused by the disaster (proof of outcome required for applicants who have had insurance claims declined)
- d) meet income criteria (refer Section 4.6.5).

**Note:** Only repairs to render dwellings safe, habitable, secure and compliant with local government regulations are claimable. This does not include repairs to damage that existed prior to the disaster event.

#### 4.6.5 Income test

Income tests are applied to applications for the Essential Household Contents Grant and the Structural Assistance Grant. Income tests are applied to determine those persons who require support to provide for their own recovery or would otherwise experience more serious hardship. Grants are only paid to people if their income is below a certain level. This is called allowable income.

Income includes:

- a) full time, part time and casual employment (average income over the previous 4 weeks)
- b) Centrelink payments, Veterans Affairs
- c) income from investments (dividends, rental income, annuities, etc.)
- d) regular income received from superannuation
- e) interest from any bank (or other financial institution) accounts
- f) child support payments (received)
- g) carer's allowance
- h) Family Tax Benefits (A or B)
- i) all other income.

Applicants are required to provide proof of income such as payslips, Centrelink benefit or Australian Taxation Office Notice of Assessment.

## **4.7 Application process**

Individuals and families apply directly to the Department of Communities, Child Safety and Disability Services for grants under the Personal Hardship Assistance Scheme.

Information on the application processes for the Personal Hardship Assistance Scheme is provided by the Department of Communities, Child Safety and Disability Services Community Recovery Hotline on 1800 173 349 or [www.communities.qld.gov.au](http://www.communities.qld.gov.au).

### **4.7.1 Emergency Hardship Assistance**

Applicants are required to complete an application form (online or in person), certifying they are suffering hardship and providing proof of identity and proof of residency. Approved grants can be paid directly to applicants via electronic funds transfer or debit card.

### **4.7.2 Essential Services Hardship Assistance**

Applicants are required to complete an application form (online or in person), certifying they are suffering hardship and providing proof of identity and proof of residency. Approved grants can be paid directly to applicants via electronic funds transfer or debit card.

### **4.7.3 Essential Household Contents Grant**

Applicants are required to complete an application form providing:

- details of damage;
- proof of identity;
- proof of income; and
- proof of insurance application outcome (for applicants who have had insurance claims declined).

The completed form and associated documentation is to be provided directly to DCCSDS.

A home inspection by Community Recovery officers will be required to validate the impact.

Approved Essential Household Content Grants can be paid directly to an applicant via electronic funds transfer or cheque.

### **4.7.4 Structural Assistance Grant**

Applicants are required to complete an application form providing:

- details of damage;
- proof of identity;
- proof of ownership of their dwelling
- proof of income; and
- proof of insurance application outcome (for applicants who have had insurance claims declined).

Applicants are also required to sign a statutory declaration confirming that the financial assistance provided for structural repairs to their dwelling will be used exclusively for that purpose.

The completed form and associated documentation is to be provided directly to DCCSDS.

A home inspection by a representative of the Department of Housing & Public Works and Community Recovery officers is required to identify damage caused by an eligible disaster and to prepare a scope of works and estimated cost of repairs. On satisfying all other criteria and receipt of the Statutory Declaration the Department of Communities, Child Safety and Disability Services will pay the applicant directly or pay contractors as works are completed.

The applicant has 12 months to complete the repairs to their dwelling from time of approval.



## 4.8 Administration

The Personal Hardship Assistance Scheme is coordinated by the Department of Communities, Child Safety and Disability Services. Assistance can be accessed through local recovery services, a referral to a service support agency or outreach services.

## 4.9 DCCSDS procedure for submissions to QRA

DCCSDS must ensure that its submissions clearly demonstrate that the claim is for both eligible activities and eligible extraordinary costs associated with those activities. Extraordinary costs are outlined in Section 6.6.2.

DCCSDS is to lodge the following information:

- letter certified by the Accountable Officer
  - details of activities undertaken, including roles/responsibilities undertaken by staff
  - details of expenditure incurred linked to the activities above:
    - tax invoices for external expenditure
    - detailed general ledger or transaction reports for internal expenditure
    - breakdown of grants paid
    - breakdown of extraordinary wages / payroll report
    - justification of expenditure as required.
  - a reconciliation statement (essential if the evidence of expenditure differs from the amount claimed).
- Note: All amounts claimed by DCCSDS must be actual expenditure, paid prior to lodging the submission.

### 4.9.1 DCCSDS time limit for submissions to QRA

The costs of all eligible works/activities completed up to 30 June each year must be lodged with the QRA by 30 September (within three months from end of financial year) for acquittal assessment. This requirement includes lodging all expenditure incurred on the eligible works/activities undertaken and completed during the financial year, regardless when the invoice was paid. Expenditure relating to grant payments must be lodged within three months from the end of financial year when the grant was paid to the client.

## 4.10 Further information

Enquiries regarding this relief measure can be made by contacting 13 QGOV (13 74 68) or online at [www.communities.qld.gov.au](http://www.communities.qld.gov.au).

## 5 Essential Services Safety and Reconnection Scheme

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### 5.1 Overview

The Essential Services Safety and Reconnection Scheme provides financial assistance of up to \$5,000 to individuals and families as a contribution towards safety inspections of and repairs to essential services (i.e. electricity, gas, water and sewerage) damaged by an eligible disaster.

This relief measure is available under NDRRA Category B (refer Determination s. 5.3.1 i) – Grants to a needy individual whose assets have been significantly damaged).

### 5.2 Administering authority

Department of Communities, Child Safety and Disability Services

### 5.3 Activation

**Requested by:** Department of Communities, Child Safety and Disability Services

**Activation Authority:** The Minister for Police, Fire and Emergency Services and Minister for Corrective Services

### 5.4 Activation trigger

The Essential Services Safety and Reconnection Scheme is activated upon advice from the Department of Communities, Child Safety and Disability Services that there are no local service providers who have reached their capacity to support individuals and families following an eligible disaster.

### 5.5 Assistance available

The Essential Services Safety and Reconnection Scheme provides for financial contributions of:

- a) up to \$200 for a safety inspection for each essential service needing reconnection
- b) up to \$4200 to undertake repair work to enable essential service reconnection.

Repair work may include:

- a) replacement and repair of electrical fuse boxes, wiring and other “behind-the-wall” electrical equipment that allow electricity to be used in the home (this may include generators and solar power systems if this is the main source of electricity)
- b) replacement and repair of gas, water, hot water (gas or electricity) or sewerage connections and other equipment that allow that service to be used in the home.

The maximum grant amount is \$5,000 per household, comprising:

• Safety inspection for reconnection of electricity	\$200
• Safety inspection for reconnection of gas	\$200
• Safety inspection for reconnection of water	\$200
• Safety inspection for reconnection of sewerage	\$200
• Replacement/ repair of electrical, gas, water and sewerage equipment	\$4,200

This grant is in addition to the Personal Hardship Assistance Scheme and does not affect the maximum amount payable under that scheme, and vice versa. However, this grant cannot be used for the same purposes of costs claimed under the Personal Hardship Assistance Scheme.

## 5.6 Eligibility

To be eligible the applicant must:

- a) own the dwelling that is the subject of the grant application; and
- b) have occupied the dwelling as their principal place of residence at the time of the disaster; and
- c) not be insured for the damage caused by the disaster; and
- d) have assets significantly damaged; and
- e) meet the income criteria (refer Section 4.6.5 of this document).

Note: Repair of appliances is not eligible.

## 5.7 Application procedure

Individuals and families apply directly to the Department of Communities, Child Safety and Disability Services for the Essential Services Safety and Reconnection Scheme.

Applicants are required to:

- a) complete an application form, providing details of damage, proof of identity, proof of income, proof of ownership of their dwelling and proof of insurance application outcome; and
- b) provide evidence from a utility provider (e.g. Energex or local council) that an essential service cannot be reconnected to their home without certification from a suitably qualified person.

Applications can be delivered to Community Recovery Hubs or Community Recovery Referral and Information Centres (CRRIC). Assessment of Essential Services Safety and Reconnection Scheme applications requires a home inspection by a representative of the Department of Housing and Public Works or suitably qualified person. If a suitably qualified person undertakes the inspection, written advice must be provided to the local recovery hub, CRRIC or Department of Communities, Child Safety and Disability Services Regional Office for approval prior to repair work commencing.

## 5.8 Payments

Following approval of an application, payment for essential service safety inspections and repairs will be made as follows:

- a) Essential Services Safety Inspection – The Department of Communities, Child Safety and Disability Services will pay directly an applicant with a receipt for completed works or a suitably qualified person providing an invoice for completed, approved work.
- b) Essential Services Repairs – The Department of Communities, Child Safety and Disability Services will pay the applicant directly upon receipt of a quote or an invoice for completed, approved work.

## 5.9 DCCSDS procedure for submissions to QRA

DCCSDS must ensure that its submissions clearly demonstrate that the claim is for both eligible activities and eligible extraordinary costs associated with those activities. Extraordinary costs are outlined in Section 6.6.2.

DCCSDS is to lodge the following information:

- letter certified by the Accountable Officer
- details of activities undertaken, including roles/responsibilities undertaken by staff
- details of expenditure incurred linked to the activities above:
  - tax invoices for external expenditure
  - detailed general ledger or transaction reports for internal expenditure
  - breakdown of grants paid
  - breakdown of extraordinary wages / payroll report
  - justification of expenditure as required.
- a reconciliation statement (essential if the evidence of expenditure differs from the amount claimed).

Note: All amounts claimed by DCCSDS must be actual expenditure, paid prior to lodging the submission.

#### **5.9.1 DCCSDS time limit for submissions to QRA**

The costs of all eligible works/activities completed up to 30 June each year must be lodged with the QRA by 30 September (within three months from end of financial year) for acquittal assessment. This requirement includes lodging all expenditure incurred on the eligible works/activities undertaken and completed during the financial year, regardless of when the invoice was paid. Expenditure relating to grant payments must be lodged within three months from the end of financial year when the grant was paid to the client.

#### **5.10 Further information**

Enquiries regarding this relief measure can be made by contacting 13 QGOV (13 74 68) or online at [www.communities.qld.gov.au](http://www.communities.qld.gov.au).

## 6 Counter Disaster Operations

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### 6.1 Overview

Counter Disaster Operations (CDO) are activities undertaken by local and state government agencies (agencies) to alleviate personal hardship and distress, address the immediate emergency needs of individuals and for the protection of the general public, immediately before, during and in the immediate aftermath of a disaster event.

This relief measure is available under NDRRA and SDRA. For NDRRA, refer to Determination Category A s. 5.2.1 , Category B s. 5.3.1 j and Guideline 2 Counter Disaster Operations.

### 6.2 Administering authority

Queensland Reconstruction Authority

### 6.3 Activation

**Requested By:** An accountable officer in a state or local government who has responded or will respond to the disaster event

**Activation Authority:** The Minister for Police, Fire and Emergency Services and Minister for Corrective Services (NDRRA)

Director-General of the Department of the Premier and Cabinet (SDRA)

### 6.4 Activation trigger

Activation of the NDRRA/SDRA and extraordinary Counter Disaster Operations are required to be undertaken to provide direct assistance to an individual and for the protection of the general public.

### 6.5 Assistance available

Eligible Counter Disaster Operations (CDO) activities include those directly associated with counter disaster operations carried out to alleviate personal hardship and distress, address the immediate emergency needs of individuals and for the protection of the general public immediately before, during and immediately after an eligible event, and are intended to reduce personal hardship and distress. Activities must also be intended to reduce the need for other forms of assistance under the NDRRA/SDRA.

### 6.6 Eligibility

To be eligible to seek reimbursement of Counter Disaster Operations expenditure, the applying applicant must demonstrate it is an *eligible undertaking* (refer Appendix 1: Definitions) and detail the activity undertaken and associated extraordinary expenditure.

Not all activities that an agency is requested to do or chooses to undertake as part of its disaster response will be eligible under the NDRRA/SDRA. The eligibility of expenditure should not be a consideration when determining whether to undertake disaster response activities.

In accordance with emergency management responsibilities; agencies are required to ensure that they are prepared for and able to respond to natural disasters. The NDRRA/SDRA is not intended to fund core disaster response activities which are the responsibility of, and are budgeted for, by state and local government agencies.

In the situation where the state and/or local government resources are unable to meet the demands of responding to a disaster or disasters, NDRRA/SDRA assistance may be available to assist state and local governments to facilitate eligible CDO activities.

CDO assistance is separated into two categories:

- Category A: CDO assistance directly to an individual — i.e. the CDO activity being undertaken is intended to protect residential properties from an eligible disaster and ensure affected residents can return home, and
- Category B: CDO assistance aimed at protecting the general public and ensuring public health and

safety in public areas —i.e. the community (as a whole) will benefit from the activity being undertaken.

## 6.6.1 Eligible activities

### 6.6.1.1 Eligible Category A activities (emergency assistance directly to an individual)

The assistance may be for activities directly related to responding to the event, such as:

- a) activities to render damaged or threatened houses safe and habitable (such activities may include tarping damaged roofs, tree bracing, and structural integrity assessments on residential properties)
- b) Removal of disaster related debris from residential properties to make it safe and habitable, and therefore preventing displacement:
  - I. clean-up activities inside and immediately outside a home
  - II. removal of fallen trees and green waste
  - III. removal of flood related debris (such as mud, damaged furniture and whitegoods)
  - IV. removal of trees which have become dangerous as a *direct result* of the *eligible disaster*
  - V. removal and disposal of spoiled perishable food
  - VI. removal of hazardous material (such as asbestos) which has been exposed as a *direct result* of the *eligible disaster*.
  - VII. removal of hazardous material that is located immediately beyond the residential block is causing potential health and safety risks for the resident
  - VIII. removal of disaster damaged related building material debris (such as tiles, bricks and broken glass)
  - IX. removal of septic waste.
- c) establishment, operation and decommission costs of temporary dumpsites to accommodate debris removal from residential properties.
- d) sandbagging and/or construction of portable temporary levees/flood barriers to prevent inundation of residential properties.
- e) residential water safety testing.
- f) cleaning and/or refilling residential potable water and septic tanks to make them operational to ensure that residential properties are safe and habitable.
- g) rapid damage assessments on residential properties.
- h) resupply of water on residential properties that have been used for eligible firefighting activities.
- i) evacuation of threatened/affected people (including companion animals) where they are at risk of injury, isolation, hardship or distress if they remain at the location.
- j) establishment and operation of evacuation and recovery centres.
- k) establishment and operation of evacuation facilities for companion animals (limited to only while their owners are themselves receiving state or local government assistance, such as residing in an evacuation centre or emergency accommodation).
- l) transportation of individuals who need to travel to emergency accommodation.
- m) establishment, management, and decommissioning of temporary relocatable accommodation of disaster displaced persons.
- n) provision of advice to residents regarding evacuation.
- o) search and rescue operations.
- p) resupply to isolated residents/communities in accordance with the Queensland Resupply Guidelines (located [www.disaster.qld.gov.au](http://www.disaster.qld.gov.au)).
- q) providing personal and financial counselling to individuals who are suffering personal hardship and distress:
  - i. assessing the financial, personal, emotional and psychological needs
  - ii. offering specialised individual or group counselling services to those suffering
  - iii. providing information about the range of assistance measures available and liaising with disaster assistance delivery agencies
  - iv. undertaking outreach strategies to provide eligible measures in remote and regional disaster affected communities
  - v. assisting with disaster related claims to insurance companies

- vi. providing referrals to specialist financial, legal and psychological services.
- r) restoring assets directly damaged during eligible CDO activities—for example, repairing fencing that was damaged when establishing bushfire containment lines.

Eligibility of activities undertaken on the residential property (such as tarping damaged roof, removing debris from front yard) is limited to residents and/or volunteers. Agencies can seek reimbursement for these activities undertaken in exceptional circumstances. This does not apply to specialised activities undertaken, such as the removal of dangerous trees and hazardous material from a residential property.

#### *6.6.1.2 Eligible Category B activities (assistance to protect the general public)*

The assistance may be for activities directly related to responding to the event, such as:

- a) Sandbagging to prevent damage to communities (e.g. to protect residential areas, public schools and public hospitals) (Note: costs associated with sandbagging essential public assets are to be claimed under Emergent Works).
- b) Sandbagging and/or construction of portable temporary levees/flood barriers to prevent inundation of a central business district.
- c) Establishment and operation of temporary locally positioned operational base camps used by front line emergency services personnel to undertake eligible CDO activities.
- d) Establishment and operation of local Incident Management Teams, Incident Control Centres and Disaster Coordination Centres .
- e) aerial surveillance for coordinating immediate disaster response operations following a disaster, providing there is a justified and eligible need such as planning evacuations and resupply.
- f) aerial firefighting in the immediate proximity of a community where fire impact is imminent (e.g. 'Emergency Warnings' are being issued to the community because the fire could impact a residential area within six (6) hours).
- g) fire suppression activities to protect the general public.
- h) construction of fire breaks or other fire containment activities to protect the general public.

### **6.6.2 Eligible expenditure**

Expenditure can be considered eligible when the expenditure:

- is associated with an eligible CDO activity; and
- exceeds the costs which the agency could reasonably have expected to incur for these purposes; and
- reimbursement is sought within the eligible acquittal timeframes.

Eligible expenditure may include:

- a) extraordinary wages (above what would normally be incurred) such as overtime, additional allowances, and backfilling (only the additional costs, such as higher duties of backfilling a person undertaking eligible activities is eligible, dependent on type of arrangement, not the salary of the incumbent. Refer Definitions for further information) and costs associated with travel expenses, allowances and accommodation.
- b) employment costs for temporary employees, agency staff, contractors and/or consultants, including travel expenses, allowances, accommodation and associated on-costs such as superannuation entitlements, workers compensation.
- c) engagement of service providers.
- d) essential transportation costs for personnel, equipment and materials .
- e) transportation associated with emergency food or essential supply drops in accordance with the Queensland Resupply Guidelines.
- f) hire of additional plant (including air craft) and equipment, and operating consumables (fuel, oil, grease, etc).
- g) hire of air craft to undertake aerial firefighting:
  - i. 'flying hours charges' once a state agency's normal funding allocations have been expended
  - ii. engaging additional aerial firefighting aircraft ('call when needed aircraft')—once all available resources under the state's normal standing arrangements, including under National Aerial Firefighting Centre (NAFC), have been expended

- iii. transportation and standing costs associated with additional aerial firefighting aircraft
- iv. certain operational costs associated with additional aerial firefighting aircraft (such as additional fuel, oil, fire retardant and additional maintenance)
- v. costs associated with engaging extra pilots to fly additional aerial firefighting aircraft.
- h) standing charges of aerial firefighting aircraft.
- i) operating consumables (fuel, oil, grease, etc) consumed while using internal plant and equipment.
- j) vehicle or equipment repairs (not covered by insurance) and additional servicing required as a direct consequence of undertaking an eligible activity.
- k) catering
- l) hire of buildings, including rental chargers and power costs for the period the building is required.
- m) operational costs, such as consumables (ropes, sandbags, tarps, non-standard issue personal protective equipment). A justifiable need must exist and the items must have been used whilst undertaking counter disaster operations and not recovered, refer to Definitions for additional details.
- n) repair and/or replacement of equipment (including personal protective equipment and uniforms) damaged including additional servicing costs required. Reimbursement of the replacement item is capped at the current depreciated amount or 50% of replacement price if depreciation is not captured.
- o) replacement of uninsured stolen equipment (note that only the depreciated amount is eligible for reimbursement, the losses must be reported to the Queensland Police Service, and the submission for reimbursement must include a Crime Report number a list of items and replacement costs). Note insurance excess and non-covered items may be eligible for reimbursement.
- p) volunteer costs, such as catering, accommodation, travel.
- q) costs associated with providing assistance to evacuated companion animals.
- r) publication/printing costs associated with providing disaster specific information.

### 6.6.3 Ineligible expenditure

Ineligible expenditure includes, but is not limited to:

- a) costs that would have been incurred should the event not have occurred.
- b) costs the agency could reasonably be expected to incur responding to the disaster event .
- c) costs not directly related to the immediate response to the event, including consequential losses (e.g. business interruptions, loss of income).
- d) costs which the agency has recovered or may recover from other sources.
- e) normal maintenance and administration costs including salaries or wages (day labour) and other ongoing administrative expenditure that would have been incurred should the event not have occurred.
- f) employment costs for temporary employees, agency staff, contractors and/or consultants when working under an existing contract that was in place prior to the disaster.
- g) generic indirect and overhead costs including internal administration costs to the applicant including finance, HR, back-office processing and administration.
- h) internal plant hire rates for plant owned or ongoing leases by the asset owner (excluding consumables such as fuel).
- i) costs reimbursable under other external funding sources (such as private insurance policy, Queensland Government Insurance Fund, other Commonwealth funding programs).
- j) costs associated with the operation and management of Coordination and Operation Centres at the state level.
- k) animal welfare assistance (including domestic and non-domestic animals), such as fodder dropping operations .
- l) costs associated with evacuated companion animals where their owners have made their own emergency accommodation arrangements.
- m) clean-up of any natural and non-natural vegetation, including natural banks, waterways, rivers, beaches, forests and undeveloped public land.
- n) activities associated with commercial/industrial/business areas (e.g. clean-up of debris, sandbagging of buildings), excluding activities listed in Section 6.6.1.



- o) clean-up/protection activities of assets of ineligible undertakings, excluding activities listed in Section 6.6.1.
- p) costs associated with the preparation of submissions under these Guidelines.
- q) aerial surveillance for road restoration inspections.

#### **6.6.4 Purchase of new assets required to undertake CDO activities**

The purchase of a new asset that has a life which extends beyond the life of the event is generally ineligible (excluding purchase of low cost items up to \$100). However, where equipment is unable to be hired and has to be purchased to meet operational requirements or it is less expensive to purchase, the following cost recovery options may be eligible:

- a) equivalent hire cost; or
- b) purchase price less value at the end of the operational use; or
- c) depreciated amount calculated over the life of the asset; or
- d) lifespan of asset as per the ATO apportioned for life of works.

Purchases will be assessed based on the information provided by the applicant. Supporting information should include:

- a) operational imperative including priority and timeframe necessitating the purchase
- b) evidence of inability to hire from within the local or district area
- c) cost benefit rationale including a comparison of purchase cost against actual hire costs over a timeframe, and the cost to transport hire equipment plus hire costs versus local purchase cost.

### **6.7 Application procedure**

In order to seek reimbursement for costs directly associated with CDO activities, agencies must be able to prove the costs exceed what the agency could reasonable have expected to incur for these purposes. This includes demonstrating the extraordinary' CDO costs are supplementary funding, over and above normal funding allocations.

Agencies must be able to demonstrate that the extraordinary CDO activities undertaken were intended alleviate personal hardship and distress, address the immediate emergency needs of individuals and for the protection of the general public

Submissions must clearly demonstrate that the claim is for both eligible activities and eligible extraordinary costs associated with those activities. Agencies are to lodge the following information:

- completed Form 12, certified by an Accountable Officer
- details of activities undertaken, including costs incurred and resources used (e.g. staff and roles)
- details of expenditure incurred, linked to the eligible activity undertaken:
  - detailed general ledger or transaction reports displaying all expenditure being claimed
  - internal costing/payroll reports for any extraordinary internal plant/payroll costs
  - tax invoices for external expenditure
  - justification of expenditure (as required).
- situation reports providing details of event and the state/local government response to the disaster, if additional information is required to justify activities.
- a reconciliation statement (if the evidence of expenditure differs from the amount claimed).

Note: All amounts claimed by the applicant must be paid prior to lodging claim.

All activities and expenditure lodged for reimbursement must also comply with each applicant's financial, purchasing and travel policies and the State Government procurement guidelines.

Refer to *QRA Submission Guide for NDRRA Funding Applicants* at [www.qldra.org.au](http://www.qldra.org.au) for further information.

## **6.8 Time limit for submissions**

Counter Disaster Operations expenditure is generally incurred before, during, or in the immediate aftermath of an eligible event. To meet the Commonwealth NDRRA Determination requirements, expenditure for all eligible activities completed up to 30 June is required to be lodged to the QRA by 30 September (within three months from end of financial year) for assessment. This requirement includes lodging all expenditure incurred on the eligible works/activities undertaken and completed during the financial year, regardless when the invoice was paid.

Note there is no extension of time outside the allowable time limit for CDO.

## **6.9 Reimbursement**

One hundred per cent (100%) of eligible Counter Disaster Operations expenditure (excluding GST) is reimbursable. Note there are no trigger points for local governments for this relief measure.

## **6.10 Further information**

Enquiries regarding this relief measure can be made by contacting:

Queensland Reconstruction Authority

Telephone: 1800 110 841

Address: PO Box 15428 City East Qld 4002

## 7 Restoration of Essential Public Assets (REPA)

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### 7.1 Overview

This relief measure provides financial assistance to eligible state and local government agencies (agencies) for restoration and emergent works to essential public assets damaged as a direct result of an eligible disaster event.

This relief measure is available under NDRRA Category B (refer Determination s. 5.3.2 Restoration or replacement of an essential public asset and Guideline 1 Essential Public Asset Restoration or Replacement).

### 7.2 Administering authority

Queensland Reconstruction Authority

### 7.3 Activation

**Requested By:** An accountable officer in a state or local government agency where there has been impact to its essential public assets

**Activation Authority:** The Minister for Police, Fire and Emergency Services and Minister for Corrective Services

### 7.4 Activation trigger

Activation of the NDRRA and damage to essential public infrastructure caused by the eligible disaster.

Note: A local government's eligible damage costs must exceed its Trigger Point amount to be eligible to request activation and seek reimbursement (see 7.13).

### 7.5 Assistance available

Funds are provided for the restoration or replacement of *essential public assets* damaged as a direct result of an *eligible disaster* to their pre-disaster standard, in accordance with current building and engineering standards.

Restoration works can commence prior to approval of funding. The eligibility of expenditure related to restoration works should not be a consideration when determining whether to undertake restoration works.

### 7.6 Eligibility

Restoration of essential public assets refers to the following:

**a) Emergent works:**

- Activities necessary during the course of a disaster to protect eligible public assets or to temporarily restore essential public services and maintain public safety. This could include earthmoving works, rock placing, sandbagging, installation of tarpaulins, erection of warning signs/barriers, pothole patching, removal of silt and debris.
- Immediate post-disaster repairs (up to 60 days) to an eligible asset to enable it to operate/be operated at a reasonable level of efficiency – this would include clean-up costs, removal of silt/debris and temporary repairs.

**b) Restoration works:**

- For the restoration or replacement of eligible uninsured *essential public assets* damaged as a **direct** result of an *eligible disaster* to pre-disaster standard, in accordance with current building and engineering standards (Refer 7.6.1 Pre-disaster standard).

An *essential public asset* must be a *transport or public infrastructure* asset of an *eligible undertaking* which, the state considers and the Commonwealth agrees, is a necessary part of a state's infrastructure and is integral to the normal functioning of a community.

**An eligible undertaking:**

- i. is a department or other agency of a state government or is established by or under a law of a state for public purposes (e.g. a local government); and
- ii. provides services free of charge or at a rate that is 50 per cent or less of the cost to provide those services

This excludes:

- Public financial undertakings primarily engaged in financial transactions in the market involving both the incurring of liabilities and the acquisition of financial asset and
- Public trading undertakings primarily engaged in the production of goods and services for sale in the market with the intention of recovering costs, including a profit margin.

In addition the asset must:

- a) have been damaged directly by the eligible event;
- b) be restored to its **pre-disaster standard** (refer Section 7.6.3 Pre-disaster standard).
- c) have been correctly designed and built in accordance with the engineering and building code standards of the day when the asset was originally constructed as well as any additional modifications and have been adequately maintained; and
- d) be constructed or restored in its original location. Asset owners may choose to relocate an asset, for example due to inability to reinstate in its original location, to reduce operating costs or achieve other operating benefits. In this case, a business case detailing rationale of asset being moved is required as part of the submission. Where it increases the cost of restoration, the additional costs will be met by the asset owner. Where restoration activities necessitate the relocation of the asset, applicants must notify the QRA for case-by-case assessment and subsequent agreement by the Commonwealth.
- e) be uninsured or insurance is insufficient to cover restoration works (refer Commonwealth Determination Guideline 4 – Insurance Requirements)

### 7.6.1 Eligible assets

The Commonwealth considers the following to be **eligible** transport or public infrastructure *essential public asset*:

<b>Transport</b>	Roads Road infrastructure (including footpaths, bike lanes and pedestrian bridges) Road furniture including (but limited to) signage, traffic signals, lighting, noise barriers, safety barriers and delineation markers Drainage structures Rock gabions Bridges Culverts Tunnels
<b>Public infrastructure</b>	Levees Prisons/correctional facilities Police, fire and emergency services' stations Public hospitals Public housing Public schools River safety monitoring equipment Sewerage infrastructure* State/territory or local government offices Stormwater infrastructure Water infrastructure*

\* Eligible when the service is provided free of charge or at a rate that is 50 per cent or less of the cost to provide those services

For assets not listed above, such as marine infrastructure, the QRA must write to the Commonwealth seeking approval to treat the asset as an eligible asset for the purposes of restoration or replacement works under the NDRRA.

### 7.6.2 Ineligible assets

- a) assets that are damaged due to contributing factors such as, but not limited to, poor design, poor construction or inadequate maintenance or any pre-existing damage.
- b) environmental asset clean up and restoration of natural vegetation (such as natural banks, waterways, rivers, beaches, forests, undeveloped public land) except where they relate to the immediate protection of an eligible public asset.
- c) river walls and sea walls are only eligible where the walls directly protect an eligible public asset. Where they do not, such as only protecting open space or private land, these walls are ineligible under the NDRRA.
- d) assets the Commonwealth considers ineligible for the purposes of restoration or replacement works under the NDRRA (Determination 2017 Guideline 1):
  - road rest infrastructure
  - fire trails
  - sporting, recreational or community facilities (e.g. playgrounds and associated facilities)
  - religious establishments (e.g. churches, temples and mosques)
  - memorials.
- e) replacing contents of an asset, such as furnishings in a building.

### 7.6.3 Pre-disaster standard

In order to claim eligible costs for the restoration or replacement of a NDRRA asset, the asset owner must be able to demonstrate and provide supporting evidence of the pre-disaster standard of the asset damaged as a direct result of an eligible disaster.

Eligible essential public assets approved under NDRRA REPA funding, must be restored or replaced to pre-disaster standard. This is considered to be the condition of the asset and its level of functionality or utility, or disaster resilience prior to the eligible event (that is, as established within the previous 12 months).

In the case of a road asset, the pre-disaster standard includes functionality, traffic and vehicle capacity, classification and/or role of the road within the road network, signage, street parking, road width and number of lanes —e.g. If damaged or destroyed by the activated event, a gravel road is replaced using gravel and not bitumen or a two-lane road is replaced with a two-lane road and not a three-lane road.

Where an asset, damaged by an eligible event, is not able to be restored or replaced back to its pre-disaster standard, agencies must seek endorsement from QRA to carry out a reasonable alternative restoration or replacement solution. The QRA will seek agreement from the Commonwealth. This does not include the application of a treatment which is more appropriate, value for money and does not change the functionality of the asset.

Where supporting evidence indicates the pre-disaster condition exacerbated the extent of damage caused as a direct result of the eligible event, the agency would be required to provide complementary funding towards the costs of restoring or replacing the damaged asset. For example, where evidence shows event related damage is exacerbated due to insufficient maintenance on the asset before the event, the applicant will be required to contribute towards the cost of restoration.

### 7.6.4 Current building and engineering standards

The allowance for 'current engineering and building standards' is intended to allow agencies a modest level of flexibility to use contemporary construction methodologies and building materials, rather than obsolete or outdated construction methodologies and building materials, to restore or replace the asset. For example, in the case of restoring or replacing a timber bridge asset, this may include using concrete or steel instead of timber.

Reasonable Value for Money alternatives should be taken into consideration in the situation where a damaged essential public asset cannot be restored or replaced in the same way; for example due to site constraints, unavailability of materials, outdated construction practices or methods. This is to occur in consultation and agreement with the QRA in conjunction with the Commonwealth when required.

Examples of improvements or enhancements on an essential public asset that are considered ineligible include replacing undamaged guardrails with new standard guardrails, installing new traffic calming

devices, widening the road, adding kerb and channelling, signage, headwalls or drainage where none existed previously.

### 7.6.5 Restoration works (including emergent works) over \$1,000,000 per asset

Where work on an asset is estimated to cost \$1,000,000 or more, the State must seek the Commonwealth's agreement and demonstrate that the asset being restored or replaced meets the definition of an Essential Public Asset (Refer Appendix 1: Definitions). This must be completed within a reasonable time of commencing works and prior to completion of works.

States are not required to seek the Commonwealth's agreement to works estimated to cost less than \$1,000,000, however the Commonwealth may subsequently refuse reimbursement on acquittal if it does not agree that the asset being restored or replaced is an essential public asset.

### 7.6.6 Re-damaged assets

An asset is considered to be re-damaged if, after being damaged by one eligible event and prior to the commencement or completion of restoration or replacement works, it suffers damage in the same location by a subsequent eligible event.

#### 7.6.6.1 *Re-damaged assets where works are not yet commenced*

If works have not yet commenced to restore the asset damaged by the first event when the re-damage occurs, then all eligible costs to restore the asset to its pre-disaster standard are to be claimed against the subsequent event.

#### 7.6.6.2 *Re-damaged assets where works have commenced*

If works have commenced to restore the asset damaged by the first event when the re-damage occurs, the costs to restore the asset back to the pre-disaster standard is to be claimed across the two events as follows:

- **first eligible event** - the eligible costs of approved works carried out by the agency up to the date of impact of the subsequent event should be claimed against the first event and associated allowable time limit.
- **subsequent eligible event** - the eligible costs of works carried out by the agency after the date of impact by the subsequent event is to be claimed under the subsequent event and associated allowable time limit.

### 7.6.7 Disaster mitigation strategies

The Commonwealth Determination (s5.3.7) requires that a condition of assistance for restoration or replacement of an essential public asset is that the State has developed and implemented disaster mitigation strategies in respect of likely or recurring disasters and has also encouraged local governments to develop and implement such strategies.

In addition, if a local government has not developed and implemented appropriate natural disaster mitigation strategies in respect of likely or recurring disasters, the assistance the State would have given to the local government for restoration or replacement of assets damaged by the event is reduced by ten (10) per cent.

Evidence of appropriate natural disaster mitigation strategies may be required to be provided to the QRA when a submission is made. QRA must provide evidence of the implementation of appropriate mitigation strategies at the time of submitting its State Claim. The Commonwealth may request state and/or local governments to lodge evidence of implemented mitigation strategies at any time, via the QRA

### 7.6.8 Eligible expenditure

Expenditure is considered eligible when it is extraordinary costs that could normally not be absorbed by, or reasonably managed within, the state or local government agency's financial, human and other resource capacity and directly associated with the delivery of the above emergent and restoration works. These costs may include:

- a) costs that are directly related to the restoration of the eligible asset.
- b) extraordinary wages (above what would normally be incurred) such as overtime, additional allowances and backfilling. Only the additional costs, such as higher duties of backfilling a person undertaking eligible activities is eligible, dependent on type of arrangement, not the salary of the incumbent. Refer Definitions for further information. (Refer also to s. 7.6.13 for Day Labour eligibility).

- c) employment costs for temporary employees, agency staff, contractors and/or consultants, including travel expenses, allowances, accommodation and associated on-costs such as superannuation entitlements, workers compensation.
- d) investigative techniques (i.e. geotechnical testing) where it is evident that an asset has been directly damaged by an eligible disaster, and the investigative techniques are used as part of the restoration works (e.g. to determine the extent of that damage and/or identify the reconstruction option).
- e) hire of additional plant and equipment, and operating consumables (fuel, oil, grease, etc).
- f) operating consumables (fuel, oil, grease, etc) consumed while using internal plant and equipment. Refer to s. 7.6.14 for Plant and Equipment eligibility.
- g) materials used while completing eligible works, such as gravel, sand, etc.
- h) repair and/or replacement of equipment (including personal protective equipment and uniforms) damaged during eligible works including additional servicing costs required as a direct consequence of eligible activities. Reimbursement of the replacement item is capped at the current depreciated amount or 50% of replacement amount if depreciation is not captured.
- i) replacement of uninsured stolen equipment (note that only the depreciated amount is eligible for reimbursement, the losses must be reported to the Queensland Police Service, and the submission for reimbursement must include a Crime Report number, a list of items and replacement costs) .
- j) volunteer costs may be eligible similar to paid employees depending on activities that are undertaken.
- k) extraordinary project and program management costs.

Actual extraordinary costs associated with successful program delivery, including associated project delivery costs, are eligible. This includes project management costs that specifically relate to the management of the delivery of a project in order to efficiently achieve the project objectives. Project management costs must be demonstrated through time spent against an individual restoration or reconstruction project. Extraordinary program management costs relate to the management of a series of related projects to obtain benefits and control that would not be available from managing them individually are also eligible. These program management costs are attributable to a program manager and must be demonstrated through time spent or hours worked against a series of related restoration or reconstruction projects

### 7.6.9 Ineligible expenditure

Ineligible expenditure may include but is not limited to:

- a) costs that would have been incurred should the event not have occurred; such as maintenance and day labour (see 7.6.13 for Day Labour eligibility).
- b) employment costs for temporary employees, agency staff, contractors and/or consultants when working under an existing contract that was in place prior to the disaster.
- c) costs the state or local government could reasonably be expected to incur responding to the disaster event (agencies and local governments are expected to have a reasonable level of human, capital, and financial resources to be able to undertake disaster response activities).
- d) non-specific indirect and overhead costs including internal administration costs to the applicant such as finance, HR, back-office processing and administration.
- e) internal plant hire rates for plant owned or ongoing leases by the asset owner (excluding consumables such as fuel) (see 7.6.14 for Plant and Equipment eligibility).
- f) costs that are reimbursable under other external funding sources including Queensland Government Insurance Fund (QGIF).
- g) consequential losses subsequent to the actual event (e.g. business interruptions, loss of income, damage not directly caused by the event, additional damage after the event).
- h) costs associated with the preparation of NDRRA submissions, NDRRA reporting and NDRRA acquittal.
- i) investigative techniques (such as destructive testing of a road, falling weight deflectometer, pavement roughness testing or road laser survey) used to prove the existence of damage or the cause of damage to an asset.
- j) costs associated with assessing an asset when no damage is identified.
- k) rehabilitation of natural ecosystems.
- l) replacement of contents of an essential public asset, such as furnishings in a buildings.

- m) works undertaken on an ineligible asset.

#### **7.6.10 Purchase of new assets required to undertake REPA activities.**

The purchases of a new asset that has a life that extends beyond the life of the event is generally ineligible (excluding purchase of low cost items up to \$100). However, where equipment is unable to be hired and has to be purchased to meet operational requirements or it is less expensive to purchase, the following cost recovery options may be eligible:

- a) equivalent hire cost
- b) purchase price less value at the end of the operational use
- c) depreciated amount calculated over the life of the asset
- d) lifespan of asset as per the ATO apportionment for life of works.

Purchases will be assessed based on the information provided by the applicant. Supporting information should include:

- a) evidence that the asset is operationally imperative, including priority and timeframe necessitating the purchase
- b) evidence of inability to hire from within the local or district area
- c) cost benefit rationale.

#### **7.6.11 Value for money**

In line with supporting eligible REPA measures, applicants are required to achieve an efficient allocation of resources and to ensure that reasonable measures are being used for restoration and reconstruction projects. The efficient and reasonable allocation of resources is achieved through a value for money approach that ensures, as far as practicable, efficiency, transparency and effectiveness at local and state levels.

Value for money is measured throughout the life of a project from project submission, design and delivery through to completion. This measurement is achieved through a centralised and common reporting system that allows for transparency, measures effectiveness, and provides a mechanism to highlight requirements for additional support where necessary.

#### **7.6.12 Complementary works**

Complementary works refers to non NDRRA or non event related works undertaken concurrently with approved eligible REPA works. The full costs of the additional/complementary works component are to be met by the agency as asset owner. When works are delivered in addition to, or complementary to NDRRA works, they are to be outlined within the relevant submission, progress reporting and at acquittal.

#### **7.6.13 Day Labour**

- a) Eligible Day Labour Costs – Extraordinary wages above what would normally be incurred should the event NOT have occurred including:
  - I. overtime
  - II. allowances
  - III. temporary employment costs including consultants and/or contractors and/or
  - IV. backfilling (only the additional costs, such as higher duties, of backfilling a person undertaking eligible activities is eligible, dependent on type of arrangement, not the salary of the incumbent).
- b) Ineligible Day Labour Costs:
  - I. amounts attributable to salaries or wages or other ongoing administrative expenditure for which the applicant would have been liable had the eligible measure not been carried out e.g. permanent staff.
- c) Temporary Day Labour Exemption - The Commonwealth government has approved a temporary Day Labour exemption with the following criteria:
  - I. the exemption applies to eligible NDRRA events occurring in the 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18 financial years;



- II. the exemption is limited to local governments and applies to the day labour costs of council employees undertaking restoration or replacement works, or emergent works on eligible council assets (NOTE – the exemption excludes counter disaster operations)
- III. if a local government is not able to demonstrate value-for-money outcomes from the use of day labour for all levels of government, the normal exclusion of day labour costs under the Determination will apply (refer to a) and b) above). NOTE under the temporary exemption a council may only claim the labour costs associated with a staff member undertaking the eligible works. The cost of backfilling a staff member who is diverted from business as usual activities to NDRRA works would not be claimable.

#### **7.6.14 Plant and Equipment**

- a) Eligible plant and equipment costs:
  - I. operation and consumables such as fuel, oil, grease.
  - II. vehicle, plant or equipment repairs (not covered by insurance) and
  - III. additional servicing required as a direct consequence of undertaking the eligible NDRRA activity.
- b) Ineligible plant and equipment costs:
  - I. non-consumable costs attributable to plant and equipment.
- c) Plant and Equipment Exemption - The Commonwealth government has applied an exemption with the following criteria:
  - I. the exemption applies to eligible NDRRA events occurring in the 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18 financial years
  - II. the exemption is limited to actual local government owned plant and equipment costs incurred associated with eligible restoration or replacement works, or emergent works on eligible council assets (NOTE – the exemption excludes counter disaster operations)
  - III. if a local government is not able to demonstrate value-for-money outcomes for all levels of government from the its internal plant and equipment, the normal exclusion of plant and equipment costs under the Determination will apply (refer to the above). NOTE under the temporary exemption a council may only claim the plant and equipment costs associated with the undertaking the eligible works. The cost of backfilling plant and equipment that is diverted from business as usual activities to NDRRA works would not be claimable.

### **7.7 Betterment**

For the purpose of these guidelines, Betterment refers to Category B Betterment under the existing NDRRA. Following advice dated 20 December 2013 from the Commonwealth, applications for betterment funding have been put on hold, pending the findings of the Productivity Commission Inquiry.

Betterment of an essential asset is the enhancement of an asset beyond a pre-disaster level of immunity, resilience, service or condition to a more disaster-resilient standard. For the purposes of this guideline, betterment costs means the difference between the cost of restoring or replacing an essential public asset to its pre-disaster standard, and the cost of restoring or replacing the asset to a more disaster-resilient standard.

According to the Determination, betterment is intended to limit the cost of rebuilding repeatedly damaged infrastructure by allowing essential public assets to be rebuilt to a more resilient standard where it is cost-effective to do so. In assessing the cost-effectiveness of a betterment proposal, both the financial and non-financial aspects of the proposal may be considered.

Betterment of an asset may be considered eligible if:

- a) the asset is an essential public asset that has been damaged by an eligible disaster.
- b) the state and Commonwealth are satisfied with the cost effectiveness of the proposal
- c) the state and Commonwealth are satisfied that the increased disaster-resilience of the asset will mitigate the impact of likely or recurring disasters of the same type.

Category B Betterment costs may only be reimbursed if the state reaches its NDRRA thresholds in the relevant financial years. The Commonwealth may reimburse up to one third of the betterment costs associated with restoring or replacing a local government owned asset, except where the asset is an asset of a remote Indigenous community or, if the Commonwealth agrees, is an asset of a low financial capacity local government. The amount must be spent, or the cost incurred, by the state within the allowable time. In most cases there will be a contribution required by the asset owner when undertaking betterment. The

Commonwealth may provide a higher reimbursement where the asset is an asset of a remote indigenous community or there are exceptional circumstances, such as an asset of a low financial capacity local government.

Applications for betterment must be completed using the Betterment Proposal Template contained in the Determination (Attachment E). This is to be lodged to QRA for review and consideration prior to being lodged for approval under the Queensland Government Cabinet Budget Review Committee. If endorsed by the Queensland Government the submission will be forwarded to the Commonwealth for assessment.

## 7.8 Public acknowledgement of State and Commonwealth assistance

The Determination states that a prerequisite for assistance is recognition of the Commonwealth contribution to assistance provided under the NDRRA. Refer to Section 3.9 for further information.

## 7.9 Application and assessment procedure

All REPA and Emergent Works Submissions must be supported by evidence of the event related damage on the eligible asset. Photographs must be provided (with EXIF metadata, including GPS coordinates and time/date taken) along with other evidence, estimated/actual expenditure and activities undertaken for **each** asset (i.e. tax invoices, general ledger reports, quotations, etc).

Supporting evidence must be lodged on a sufficiently detailed basis to enable the confirmation of the eligible asset components, nature of the event related damage, and location/dimensions of the damaged asset. Submissions must clearly demonstrate that the claim is for eligible assets, event related damage and eligible costs.

Where actual expenditure is less than the approved expenditure, funds are unable to be redirected to additional or alternative works. Once approved, any change to approved submissions requires notification to QRA. In situations where the applicant encounters a significant variance to cost or scope that requires assessment of additional evidence, a variation is required to be lodged.

Refer to *QRA Submission Guide for NDRRA Funding Applicants* at [www.qldra.org.au](http://www.qldra.org.au) for further information.

## 7.10 Submission progress reporting

Throughout project delivery, applicants are required to update QRA on a submission's progress. These updates are to be provided on a Progress Report (Form 9) to indicate:

- actual NDRRA expenditure and estimated costs
- work physically completed
- project start and finish dates
- any variances in scope, cost or time.

These reports are sought by QRA on a monthly or pre-agreed timeframe. It should also be noted that whilst progress reporting records submission and project level information, applicants are still expected to manage NDRRA submissions down to their lowest level.

Once actual NDRRA expenditure has exceeded the initial submission advance, applicants can progressively claim actual expenses incurred up to 90 per cent of the approved estimated cost. When an applicant intends to claim expenditure as part of a progress report, a General Ledger Transaction History (or similar financial document produced from the applicant's financial system) is to be provided in order to demonstrate actual NDRRA expenditure.

Refer to *QRA Submission Guide for NDRRA Funding Applicants* at [www.qldra.org.au](http://www.qldra.org.au) for further information.

## 7.11 Submission acquittal and finalisation

Once delivery is completed and all project costs have been incurred, the applicant is required to lodge a Final Report to QRA. Refer to *QRA Submission Guide for NDRRA Funding Applicants* at [www.qldra.org.au](http://www.qldra.org.au) for further information.

This should include the applicant's detailed general ledger for all expenditure being claimed, practical completion certificates (or applicant equivalent), and representative photographic evidence (including GPS coordinates/metadata) at the project or asset level that is typical of the work that has been completed.

Where multiple treatment types have been used on an asset, one photograph of each treatment type for each asset is requested. For structures, a suitable number of photographs that demonstrate the completed works, including internal works for buildings where appropriate.

Applicants are also required to certify that the project delivers value for money as described in the approved VfM Statement provided with the initial submission for NDRRA funding and that the costs are for eligible NDRRA expenditure.

## **7.12 Time limit of submissions/expenditure**

### **7.12.1 Emergent Works**

Works are to be finalised within sixty days from the date of impact to the local government area for the event. This limit applies for each event. When emergent works are not expected to be completed within the eligible time limit, an application (via email) can be lodged to QRA requesting an extension and providing additional information to support the extension request.

To meet the NDRRA Determination acquittal requirements, the cost of all eligible emergent works activities completed up to 30 June each year must be lodged to the QRA by 30 September (within three months from the end of financial year) for assessment. This requirement includes lodging all expenditure incurred on the eligible works/activities undertaken and completed during the financial year, regardless when the invoice was paid.

### **7.12.2 Restoration Works**

REPA restoration works must be completed within two financial years after the end of the financial year in which the relevant disaster occurred.

To meet the NDRRA Determination acquittal requirements, the cost of all eligible project works completed up to 30 June is required to be lodged to the QRA by 30 September – ie within three months from end of financial year, for assessment. This requirement includes lodging all expenditure incurred on the eligible works/activities undertaken and completed during the financial year, regardless of when the invoice was paid.

If works on a project continued from one financial year into the next financial year, all expenditure for that project must be lodged by 30 September within three month from end of financial year of when the works were completed for acquittal.

To support assessment of eligibility, applicants are urged to lodge submissions in a timely manner, and where possible as close to the event as possible. Assessment of eligibility may be more difficult further from the event.

### **7.12.3 Extension of Time Requests**

When restoration works are not completed due to special circumstances within the *allowable time limit* an applicant may request an extension by completing and lodging an NDRRA Extension of Time Request Form to QRA for progression the Commonwealth. Consideration will generally only be given where the special circumstances are unforeseeable, unusual, unique, or beyond the control of the agency, and require an extension despite addressing all potential risks through adequate project and risk management plans to ensure that the project is completed within the allowable time limit.

Extension of Time (EoT) requests must be received by QRA by 31 May and 31 October each year, to allow sufficient time to meet the Commonwealth due dates on 30 June and 30 November each year.

The Commonwealth reviews all EoT requests twice per year only, in line with the Federal Budget cycle. Requests received after these dates will not be considered until the next round. EoT requests received by the Commonwealth after the Allowable Time Limit has expired (30 June each year) will not be considered.

The applicant must not cease the restoration of the asset pending the outcome of this request.

When requesting an extension, the applicant must demonstrate exceptional circumstances exist by providing supporting documentation including, but not limited to, original and amended high-level restoration project management plan/s and a high-level project risk management plan.

#### **7.12.3.1 Examples of Exceptional Circumstances**

- Delays in the affected area or project returning to conditions safe for restoration or replacement following the disaster or subsequent disasters.
- Exceptionally large scale of restoration works making it difficult to complete all work without fast-

- tracking projects and increasing costs.
- Scarcity/limited capacity of contractors/materials/equipment in remote areas and the need to control potential cost increases.
- Discovery of a significant archaeological or environmental site that would require extensive and prolonged consultation and negotiations.
- State government policy reviews preventing progress of restorations.
- Delays caused by investigations (e.g. coroner's investigations).

#### 7.12.3.2 Examples of factors not considered Exceptional Circumstances

- Project completion planned beyond the ATL (a decision to finalise restoration after the ATL contradicts the definition of an essential public asset in the Determination – an asset that “would, if lost or damaged, severely disrupt the functioning of a community; and would, if lost or damaged, be restored or replaced as a matter of urgency”).
- Agreement for an extension was not sought before the end of the ATL.
- Poor project and risk management methodology (poor planning and control).
- Delays in securing funding for the restoration (a decision not to commence a restoration due to internal funding arrangements is a decision of the state or the local government, and not a requirement of the Determination).
- Delays in assessing eligibility of the asset.

### 7.13 Subsequent NDRRA activations

In the event that an activated eligible disaster is superseded by a later activated eligible disaster, the cost of all actual expenditure incurred for eligible works up to the date of the later disaster will be considered to be applicable to the prior disaster. The total value of all damage existing immediately after the later event that has not been spent (including further damage to partially completed repairs as a result of the later disaster) is to be re-estimated and lodged, and will be regarded as the result of the later activated disaster. See also re-damaged assets 7.6.6.

### 7.14 Reimbursement

All claimed expenditure must comply with each applicant's financial, purchasing and travel policies and the State Government procurement guidelines.

**State government** – Approved works are eligible for 75 per cent funding supplementation.

**Local government** - Local government trigger points apply to Restoration and emergent works funding. Each local government trigger point amount (applicable to each NDRRA eligible event) is calculated on council's prior year financials. Indigenous councils and Torres Shire Council have a nil trigger point due to limited revenue sources. Each local government must have eligible damage exceeding their trigger point to be able to claim under restoration of essential public assets and emergent works. The trigger point amount is a contribution by council towards the restoration works and applies to each activated event.

Each local government is required to contribute 25% of eligible REPA (including emergent works) expenditure up to their maximum calculated trigger point level. For example, if a Local Government trigger point is \$200,000 total expenditure needs to exceed \$200,000 to be eligible. The Local Government pays 25% of all submissions or up to the trigger point whichever is lesser.

Current trigger amounts are located at [www.qldreconstruction.org.au](http://www.qldreconstruction.org.au).

### 7.15 Further information

Enquiries regarding this relief measure can be made by contacting:  
 Queensland Reconstruction Authority  
 Telephone: 1800 110 841  
 Address: PO Box 15428 City East Qld 4002

## 8 Disaster Assistance Loans for Small Business

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### 8.1 Overview

This relief measure is designed to assist small businesses whose assets have been significantly damaged as a direct result of an eligible disaster to recover.

This relief measure is available under NDRRA Category B (refer Determination s. 5.3.20).

### 8.2 Administering authority

Queensland Rural and Industry Development Authority (QRIDA)

### 8.3 Activation

**Requested by:** Department of Tourism, Major Events, Small Business and the Commonwealth Games

**Activation Authority:** The Minister for Police, Fire and Emergency Services and Minister for Corrective Services

### 8.4 Activation trigger

Activation of the NDRRA and activation of this measure on the basis of need determined by damage assessments conducted by the Department of Tourism, Major Events, Small Business and the Commonwealth Games.

### 8.5 Assistance available

The purpose of the assistance is to provide concessional loans to owners of small businesses whose buildings, plant and equipment or stock have been significantly damaged as a direct result of an eligible disaster and who are unable to repair or replace the damaged assets or return to viable operations from their own resources but demonstrate reasonable prospects of re-establishing on a viable basis with the assistance given.

Loans are available for re-establishing the viable operation of the business including by repairing or replacing damaged plant and equipment, repairing or replacing buildings, supplying stock to replace lost stock and maintaining the liquidity of the business.

The maximum loan amount is \$250,000 for any one eligible disaster for which the NDRRA has been activated.

### 8.6 Interest rates

Small business owners situated in a NDRRA activated area will be eligible to apply for a concessional interest rate loan.

### 8.7 Repayment

A maximum repayment term of ten years applies. Provision of interest only payments for a period of up to two (2) years may be available if the principal and interest charges are repaid over the balance of the approved term.

### 8.8 Security

A loan under the scheme must be secured by the following:

- a) a mortgage of land and other assets satisfactory to QRIDA
- b) any other security QRIDA considers necessary including for example, a bill of sale or a fixed and floating charge.

## 8.9 Eligibility

To be eligible, applicants must:

- a) be a small business owner who is not a primary producer
- b) have been established and operating within the activated NDRRA area
- a) have sustained substantial damage to buildings, plant, equipment or stock as a result of an eligible disaster
- b) have taken reasonable precautions to avoid or minimise loss or damage from the disaster, for example the applicant has adequate insurance against loss or damage from the disaster
- c) be responsible for the cost of essential repairs and replacement of the damaged assets and as a result has had liquidity severely affected
- d) be unable to repair or replace the damaged assets, or return to viable operations from their own resources without this assistance
- e) be able to demonstrate that they have used up all liquid assets and normal credit sources up to normal credit limits. Note: This criterion will be assessed in relation to an applicant's expected cost of recovery and projected cash flow shortfalls
- f) be able to demonstrate that the business was viable prior to the disaster and the assistance will ensure it continues to be viable.
- g) continue or re-establish the small business within the same location, or within the same local government area.
- h) not be in receipt of any other NDRRA concessional loans for the same disaster event.

## 8.10 Application procedure

Applications for assistance under the scheme must be made on the appropriate QRIDA application form and be accompanied by the documentation stated on the application form.

## 8.11 Time limit for claims

The time limit for claims is advised by QRIDA at the time of activation of this relief measure.

## 8.12 Further information

Enquiries regarding this relief measure can be made by contacting QRIDA on 1800 623 946 or online at [www.qrida.qld.gov.au](http://www.qrida.qld.gov.au).

## 9 Essential Working Capital Loans Scheme for Small Business

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### 9.1 Overview

This relief measure is designed to assist in meeting the needs of small businesses that have suffered a significant loss of income as a consequence of an eligible disaster, by providing a loan for *essential working capital* required to continue business operations.

This relief measure is available under NDRRA Category B (Refer Determination s. 5.3.25).

### 9.2 Administering authority

Queensland Rural and Industry Development Authority (QRIDA)

### 9.3 Activation

**Requested by:** Department of Tourism, Major Events, Small Business and the Commonwealth Games

**Activation Authority:** The Minister for Police, Fire and Emergency Services and Minister for Corrective Services

### 9.4 Activation trigger

Activation of the NDRRA and activation of this measure is on the basis of need, determined by assessments conducted by Department of Tourism, Major Events, Small Business and the Commonwealth Games.

### 9.5 Assistance available

The purpose of assistance under this scheme is to assist in meeting the needs of small businesses that have suffered a significant loss of income as a consequence of an eligible disaster, by providing the essential working capital required to continue business operations.

The loan must be used for *essential working capital*, being the amount required to continue small business operations for the next 12 months or until the next major income is received, and may include:

- salaries and wages
- paying creditors
- paying rent or rates
- procuring alternative transport for livestock and produce
- fuel and other supplies essential to the business.

The maximum loan amount is \$100,000 for any one eligible disaster for which the NDRRA were activated.

Assistance under this scheme should not be seen as a disincentive to plan for natural disasters through ordinary business continuity practices, including having adequate insurance or capital funding arrangements. Assistance under this scheme is not intended to compensate small businesses for losses suffered or used to improve a business's capacity or market share. The emergency assistance loan may not be used to replace existing assets, equipment, or stock.

### 9.6 Interest rates

Small businesses situated in a NDRRA activated area will be eligible to apply for a concessional interest rate loan.

### 9.7 Repayment

A maximum repayment term of ten years applies. Provision of interest only payments for a period of up to two (2) years may be available if the principal and interest are repaid over the balance of the approved term.

## **9.8 Security**

A loan under the scheme must be secured by the following:

- a) a mortgage of land and other assets satisfactory to QRIDA
- b) any other security QRIDA considers necessary including for example, a bill of sale, or a fixed and floating charge.

## **9.9 Eligibility**

To be eligible, applicants must:

- a) be a small business owner, partnership or proprietary company
- b) have suffered a significant loss of income as a consequence of an eligible disaster
- c) be able to demonstrate the loss of income was directly related to the impact of an eligible disaster
- d) be able to demonstrate that they have used up all liquid assets and normal credit sources up to normal credit limits. Note: This criterion will be assessed in relation to an applicant's expected cost of recovery and projected cash flow shortfalls
- e) be able to demonstrate the business operation was viable prior to the disaster and will continue to be viable with the assistance provided
- f) have been established and operating within the activated NDRRA area
- g) will continue or re-establish their operations in the same location or within the same local government area
- h) have taken reasonable precautions to avoid or minimise loss or damage from the disaster, for example the applicant has adequate insurance against loss or damage from the disaster
- i) have not taken excessive risk in performing their business operations
- j) not be in receipt of any other NDRRA concessional loans for the same disaster event.

## **9.10 Application procedure**

Applications for assistance under the scheme must be made on the appropriate QRIDA application form and be accompanied by the documentation stated on the application form.

## **9.11 Time limit for claims**

The time limit for claims is advised by QRIDA at the time of activation of this relief measure.

## **9.12 Further information**

Enquiries regarding this relief measure can be made by contacting [QRIDA](#) on 1800 623 946 or online at [www.qrida.qld.gov.au](http://www.qrida.qld.gov.au).



# 10 Disaster Assistance Loans for Primary Producers

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## 10.1 Overview

This relief measure is designed to assist primary producers whose assets (including fodder) have been significantly damaged as a direct result of an eligible disaster to recover.

This relief measure is available under NDRRA Category B (refer Determination s. 5.3.20).

## 10.2 Administering authority

Queensland Rural and Industry Development Authority (QRIDA)

## 10.3 Activation

**Requested by:** Department of Agriculture and Fisheries

**Activation Authority:** The Minister for Police, Fire and Emergency Services and Minister for Corrective Services

**NOTE:** Primary Producers outside the NDRRA activated areas can apply for an *Individual Disaster Stricken Property (IDSP) Certificate* for their property to be assessed for assistance

## 10.4 Activation trigger

Activation of the NDRRA and activation of this measure on the basis of need, determined by damage assessments conducted by Department of Agriculture and Fisheries.

## 10.5 Assistance available

The purpose of the assistance is to provide concessional loans to primary producers whose assets (including fodder) have been significantly damaged as a direct result of an eligible disaster and who are unable to repair or replace the damaged assets or return to viable operations from their own resources but demonstrate reasonable prospects of re-establishing on a viable basis with the assistance given.

Loans are available for:

- a) restocking; and/or
- b) carry-on requirements including:
  - re-planting, restoring or re-establishing areas affected by an eligible disaster; or
  - sustenance; or
  - essential property operations; or
  - paying of rent or rates, or costs of repair or replacement of farm buildings and for re-stocking.

The maximum loan amount is \$250,000 for any one eligible disaster for which the NDRRA were activated.

Assistance under this scheme is not intended to compensate primary producers for losses suffered or encourage primary producers in marginal production areas to increase risks in their farming operations.

## 10.6 Interest rates

Primary producers situated in a NDRRA activated area will be eligible to apply for a concessional interest rate loan.

*Individual Disaster Stricken Property (IDSP)* - Primary producers affected by a single isolated natural disaster may only be given a loan at a current commercial lending rate.

Primary producers in receipt of an IDSP may be given a loan at a concessional interest rate if QRIDA, in exceptional cases considers the applicant's circumstances are desperate but are financially viable.

## 10.7 Repayment

A maximum repayment term of ten years applies. Provision of interest only for a period of up to two (2) years may be available if the principal and interest are repaid over the balance of the approved term.

## 10.8 Security

A loan under the scheme must be secured by the following:

- a) a mortgage of land and other assets satisfactory to QRIDA
- b) any other security QRIDA considers necessary including for example, a bill of sale, crop lien, livestock mortgage or a fixed and floating charge.

## 10.9 Eligibility

To be eligible, applicants must be in a working occupation of their properties and:

- a) be a Primary Producer
- b) have been established and operating within the activated NDRRA area
- c) have used up all liquid assets and all normal credit sources up to normal credit limits. Note: This criterion will be assessed in relation to an applicant's expected cost of recovery and projected cash flow shortfalls
- d) be able to demonstrate that the operation was viable prior to the disaster and the assistance will ensure it continues to be viable.
- e) continue or re-establish the operation within the same location, or within the same local government area.
- f) have taken reasonable precautions to avoid or minimise loss or damage from the disaster, for example the applicant has adequate insurance against loss or damage from the disaster
- g) have not taken excessive risk in performing their farming operations.
- h) not be in receipt of any other NDRRA concessional loans for the same disaster event.

## 10.10 Application procedure

Applications for assistance under the scheme must be made on the appropriate QRIDA application form and be accompanied by the documentation stated on the application form.

## 10.11 Time limit for claims

The time limit for claims is advised by QRIDA at the time of activation of this relief measure.

## 10.12 Further information

Enquiries regarding this relief measure can be made by contacting [QRIDA](#) on 1800 623 946 or online at [www.qrida.qld.gov.au](http://www.qrida.qld.gov.au).

# 11 Essential Working Capital Loans Scheme for Primary Producers

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## 11.1 Overview

This relief measure is designed to assist in meeting the needs of primary producers who have suffered a significant loss of income as a consequence of an eligible disaster, by providing a loan for *essential working capital* required to continue business operations.

This relief measure is available under NDRRA Category B (Refer Determination s. 5.3.25).

## 11.2 Administering authority

Queensland Rural and Industry Development Authority (QRIDA)

## 11.3 Activation

**Requested by:** Department of Agriculture and Fisheries

**Activation Authority:** The Minister for Police, Fire and Emergency Services and Minister for Corrective Services

## 11.4 Activation trigger

Activation of the NDRRA and activation of this measure is on the basis of need, determined by assessments conducted by Department of Agriculture and Fisheries.

## 11.5 Assistance available

The purpose of assistance under this scheme is to assist in meeting the needs of primary producers who have suffered a significant loss of income as a consequence of an eligible disaster, by providing the essential working capital required to continue business operations.

The loan must be used for *essential working capital*, being the amount required to continue primary producer operations for the next 12 months or until the next major income is received, and may include:

- salaries and wages
- paying creditors
- paying rent or rates
- procuring fodder or water for livestock or produce
- procuring alternative transport for livestock and produce; and
- fuel and other supplies essential to the business.

The maximum loan amount is \$100,000 for any one eligible disaster for which the NDRRA were activated.

Assistance under this scheme should not be seen as a disincentive to plan for natural disasters through ordinary business continuity practices, including having adequate insurance or capital funding arrangements. Assistance under this scheme is not intended to compensate primary producers for losses suffered or encourage primary producers in marginal production areas to increase risks in their farming operations. The emergency assistance loan may not be used to replace existing assets, equipment, or stock.

## 11.6 Interest rates

Primary producers situated in a NDRRA activated area will be eligible to apply for a concessional interest rate loan.

## **11.7 Repayment**

A maximum repayment term of ten years applies. Provision of interest only payments for a period of up to two (2) years may be available if the principal and interest are repaid over the balance of the approved term.

## **11.8 Security**

A loan under the scheme must be secured by the following:

- a) a mortgage of land and other assets satisfactory to QRIDA
- b) any other security QRIDA considers necessary for example, a bill of sale, crop lien, livestock mortgage or a fixed and floating charge.

## **11.9 Eligibility**

Applicants must be in a working occupation of their properties and:

- a) be a primary producer
- b) have suffered a significant loss of income as a consequence of an eligible disaster
- c) be able to demonstrate the loss of income was directly related to the impact of an eligible disaster
- d) have used up all liquid assets and all normal credit sources up to normal credit limits (this criterion will be assessed in relation to an applicant's expected cost of recovery and projected cash flow shortfalls)
- e) be able to demonstrate the business operation was viable prior to the disaster and will continue to be viable with the assistance provided
- f) have been established and operating within the activated NDRRA area
- g) continue their operations in the same local government area
- h) have taken reasonable precautions to avoid or minimise loss or damage from the disaster, for example the applicant has adequate insurance against loss or damage from the disaster
- i) have not taken excessive risk in performing their farming operations
- j) not be in receipt of any other NDRRA concessional loans for the same disaster event.

## **11.10 Application procedure**

Applications for assistance under the scheme must be made on the appropriate QRIDA application form and be accompanied by the documentation stated on the application form.

## **11.11 Time limit for claims**

The time limit for claims is advised by QRIDA at the time of activation of this relief measure.

## **11.12 Further information**

Enquiries regarding this relief measure can be made by contacting Queensland Rural and Industry Development Authority on 1800 623 946 or online at [www.qrida.qld.gov.au](http://www.qrida.qld.gov.au).

# 12 Freight Subsidies for Primary Producers

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## 12.1 Overview

This relief measure is designed to assist primary producers whose assets have been significantly damaged as a direct result of an eligible disaster event to recover.

This relief measure is available under NDRRA Category B (refer Determination s. 5.3.1 i).

## 12.2 Administering authority

Department of Agriculture and Fisheries

## 12.3 Activation

**Requested by:** Department of Agriculture and Fisheries

**Activation Authority:** The Minister for Police, Fire and Emergency Services and Minister for Corrective Services

## 12.4 Activation trigger

Activation of the NDRRA and the identification of the need to provide freight subsidies assistance for primary producers.

## 12.5 Assistance available

Eligible primary producers can apply for a freight subsidy to move essential materials such fodder, building and fencing materials and machinery. The subsidy rate will not exceed 50%. For road transport, a maximum rate per kilometre may also apply.

A maximum subsidy ceiling of \$5000 will apply to each recipient per NDRRA activation.

## 12.6 Eligibility

Primary producers must have assets that have been significantly damaged as a direct result of an eligible disaster event to be eligible for a freight subsidy.

Dependent on circumstances, concessions could apply for the transporting of:

- a) building or fencing materials
- c) livestock
- d) fodder or water for livestock
- e) machinery or equipment

## 12.7 DAF application process

DAF is to lodge the following information:

- Letter certified by an Accountable Officer
- details of expenditure incurred:
  - period of grant payments
  - breakdown of grants paid
  - grants paid by activated local government area

Note: All amounts claimed by DAF must be paid prior to lodging and all claims must be exclusive of GST.

### 12.7.1 DAF time limit for submissions to QRA

All expenditure relating to grants payments paid in a financial year must be lodged to the QRA by 30 September (ie within three months from end of financial year when the grant was paid to the client) for acquittal assessment.

## **12.8 Further information**

Enquiries regarding this relief measure can be made by contacting Department of Agriculture and Fisheries.  
Telephone: 07 3096 6832 or online at [www.daf.qld.gov.au](http://www.daf.qld.gov.au)

# 13 Disaster Assistance Loan for Non-Profit Organisations

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## 13.1 Overview

This relief measure is designed to assist non-profit organisations whose assets have been significantly damaged as a direct result of an eligible disaster to recover.

This relief measure is available under NDRRA Category B (refer Determination s. 5.3.22).

## 13.2 Administering authority

Queensland Rural and Industry Development Authority (QRIDA)

## 13.3 Activation

**Requested by:** Department of Communities, Child Safety and Disability Services

**Activation Authority:** The Minister for Police, Fire and Emergency Services and Minister for Corrective Services

## 13.4 Activation trigger

Activation of the NDRRA and activation of this measure is on the basis of need, determined by damage assessments conducted Department of Communities, Child Safety and Disability Services.

## 13.5 Assistance available

The purpose of the assistance is to provide a concessional loan to help non-profit organisations whose assets have been significantly damaged as a direct result of an eligible disaster, and who are unable to repair or replace the damaged assets from their own resources

Assistance is available to re-establish normal operations including repairing or replacing damaged plant and equipment, repairing or restoring essential premises (including grounds, amenities, and infrastructure) and supplying stock to replace lost stock and maintain liquidity of the operation.

Assistance is not intended to compensate non-profit organisations for loss of income.

The maximum amount of the grant \$100,000.

## 13.6 Repayment

A maximum repayment term of ten years applies. Provision of interest only payments for a period of up to two (2) years may be available if the principal and interest are repaid over the balance of the approved term.

## 13.7 Security

A loan under the scheme must be secured to the satisfaction of QRIDA.

## 13.8 Eligibility

To be eligible for assistance the applicant must:

- a) be a non-profit organisation
- b) have suffered direct damage as a result of an eligible disaster
- c) have been established and operating in a defined NDRRA activated area
- d) be unable to repair or replace damaged assets or return to normal operations from their own resources
- e) have used all liquid assets and normal credit sources up to normal credit limits
- f) have taken reasonable precautions to avoid or minimise loss and damage
- g) be responsible for the cost of repairing or replacing damaged assets

- h) demonstrate an ability to repay the loan.
- i) not be in receipt of any other NDRRA concessional loans for the same disaster event.

### **13.9 Application procedure**

Applications for assistance under the scheme must be made on the appropriate QRIDA application form and be accompanied by the documentation stated on the application form.

### **13.10 Time limit for claims**

The time limit for claims is advised by QRIDA at the time of activation of this relief measure.

### **13.11 Further information**

Enquiries regarding this relief measure can be directed to Queensland Rural and Industry Development Authority on 1800 623 946 or online at [www.grida.qld.gov.au](http://www.grida.qld.gov.au).



# 14 Essential Working Capital Loans Scheme for Non-Profit Organisations

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## 14.1 Overview

This relief measure is designed to assist in meeting the needs of non-profit organisations that have suffered a significant loss of income as a consequence of an eligible disaster, by providing a loan for *essential working capital* required to continue operations.

This relief measure is available under NDRRA Category B (Refer Determination s. 5.3.20).

## 14.2 Administering authority

Queensland Rural and Industry Development Authority (QRIDA)

## 14.3 Activation

**Requested by:** Department of Communities, Child Safety and Disability Services

**Activation Authority:** The Minister for Police, Fire and Emergency Services and Minister for Corrective Services

## 14.4 Activation trigger

Activation of the NDRRA and activation of this measure is on the basis of need, determined by assessments conducted by Department of Communities, Child Safety and Disability Services.

## 14.5 Assistance available

The purpose of assistance under this scheme is to assist in meeting the needs of non-profit organisations that have suffered a significant loss of income as a consequence of an eligible disaster, by providing the essential working capital required to continue operations.

The loan must be used for *essential working capital*, being the amount required to continue non-profit organisation operations for the next 12 months or until the next major income is received, and may include:

- salaries and wages
- paying creditors
- paying rent or rates
- procuring alternative transport for livestock and produce;
- procuring alternative transport for livestock and produce; and
- fuel and other supplies essential to the organisation.

The maximum loan amount is \$100,000 for any one eligible disaster for which the NDRRA were activated.

Assistance under this scheme should not be seen as a disincentive to plan for natural disasters through ordinary business continuity practices, including having adequate insurance or capital funding arrangements. Assistance under this scheme is not intended to compensate for losses suffered or used to improve the organisation's capacity or market share. The emergency assistance loan may not be used to replace existing assets, equipment or stock.

## 14.6 Interest rates

Non-profit organisations situated in a NDRRA activated area will be eligible to apply for a concessional interest rate loan.

## 14.7 Repayment

A maximum repayment term of ten years applies. Provision of interest only payments for a period of up to two (2) years may be available if the principal and interest are repaid over the balance of the approved term.

## 14.8 Security

A loan under the scheme must be secured by to the satisfaction of QRIDA.

## 14.9 Eligibility

To be eligible, applicants must:

- a) be a non-profit organisation
- b) have been established and operating within the activated NDRRA area
- c) have suffered a significant loss of income as a consequence of an eligible disaster
- d) be able to demonstrate the loss of income was directly related to the impact of an eligible disaster
- e) be able to demonstrate that they have used up all liquid assets and normal credit sources up to normal credit limits. Note: this criterion will be assessed in relation to an applicant's expected cost of recovery and projected cash flow shortfalls
- f) be able to demonstrate the business operation was viable prior to the disaster and will continue to be viable with the assistance provided
- g) have been established and operating within the activated NDRRA area
- h) continue their operations in the same local government area
- i) have taken reasonable precautions to avoid or minimise loss or damage from the disaster, for example the applicant has adequate insurance against loss or damage from the disaster; and
- j) have not taken excessive risk in performing their operations
- k) not be in receipt of any other NDRRA concessional loans for the same disaster event.

A non-profit organisation is:

- a) an organisation that is not operating for the profit or gain (either direct or indirect) of its individual members (this applies to both while the organisation is operating and when it concludes operation)
- b) an organisation in which any profit made goes back into the operation of the organisation to carry out its purposes and is not distributed to any of its members.

## 14.10 Application procedure

Applications for assistance under the scheme must be made on the appropriate QRIDA application form and be accompanied by the documentation stated on the application form.

## 14.11 Time limit for claims

The time limit for claims is advised by QRIDA at the time of activation of this relief measure.

## 14.12 Further information

Enquiries regarding this relief measure can be made by contacting Queensland Rural and Industry Development Authority on 1800 623 946 or online at [www.qrida.qld.gov.au](http://www.qrida.qld.gov.au).

# 15 Community Recovery Package

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## 15.1 Overview

The Community Recovery Package is designed to support a holistic approach to the recovery of regions, communities or sectors severely affected by an eligible disaster. The Community Recovery Package is intended as a 'helping hand' to aid the recovery of communities, regions and sectors and are not intended to provide an economic stimulus.

This special NDRRA Category C package is only available in exceptional circumstances under NDRRA Category C (refer Determination s. 5.4).

## 15.2 Activation trigger

Activation of this measure by a joint agreement between the Prime Minister and the Premier.

Assistance measures under the Community Recovery Package may include:

- a) Community Recovery Fund
- b) Special Disaster Assistance - Recovery Grants for Small Businesses and Non-Profit Organisations
- c) Special Disaster Assistance - Recovery Grants for Primary Producers.

Any one or a combination of these assistance measures may be implemented to support community recovery following an eligible disaster.

## 15.3 Community Recovery Fund

### 15.3.1 Overview

The Community Recovery Fund may be made available where a community is severely affected and needs to restore social networks, functioning and community facilities. This fund is designed to assist severely impacted communities with their medium to long-term recovery by providing funding for activities/projects aimed at community recovery, community development, community resilience and capacity building for the future.

### 15.3.2 Administering authority

Department of Communities, Child Safety and Disability Services

### 15.3.3 Activation

Requested by Department of Communities, Child Safety and Disability Services (DCCSDS)

In determining the severity of impact on the region, community or sector, DCCSDS must demonstrate in a Business Case the following impacts:

- the community is at risk of losing essential businesses as a direct result of the eligible disaster
- there is measurable loss or reduction in essential services in the community
- there is measurable loss or damage to essential public assets
- more than five community facilities have been destroyed and/or damaged, and
- more than five community activities have ceased and/or been disrupted.

DCCSDS will prepare the Business Case for progression through the QRA to the Premier for endorsement. On endorsement, the Business Case will be lodged with the Commonwealth for its decision.

### 15.3.4 Eligible measures

Eligible measures may include, but are not limited to:

- employment of a community development officer(s)
- funding for a range of community activities
- grants to community service organisations providing recovery services
- assistance for restoration and repair of facilities owned by non-profit organisations
- assistance for restoration and repair of community facilities owned by an eligible undertaking but are not considered to be essential public assets
- community information initiatives

- funding commemorative events and/or memorials
- advocacy and monitoring services
- tourism and small business initiatives
- economic development initiatives
- heritage and cultural sites initiatives
- psychological services for community wide initiatives
- projects for building community resilience, and
- evaluation of the community recovery fund.

Environmental initiatives are ineligible for funding under this measure.

### **15.3.5 DCCSDS application process**

DCCSDS must ensure that its submissions clearly demonstrate that the claim is for both eligible activities and eligible extraordinary costs associated with those activities. DCCSDS is to lodge the following information:

- Letter certified by an Accountable Officer
- activities undertaken, including roles/responsibilities undertaken by staff
- details of expenditure incurred:
  - tax invoices for external expenditure
  - detailed general ledger / transaction reports for internal expenditure
  - breakdown of grants paid (if applicable)
  - breakdown of extraordinary wages (if applicable)
  - justification of expenditure as required.
- a reconciliation statement (essential if the evidence of expenditure differs from the amount claimed).

Note: All amounts claimed by DCCSDS must be actual expenditure paid prior to lodging the claim.

### **15.3.6 DCCSDS time limit for submissions to QRA**

To meet the Commonwealth NDRRA Determination requirements, the cost of all eligible activities completed up to 30 June each year is required to be lodged to the QRA by 30 September (within three months from end of financial year) for assessment. This requirement includes lodging all expenditure incurred on the eligible works/activities undertaken and completed during the financial year, regardless when the invoice was paid.

Where project works commenced and were undertaken in one financial year and the project continued into the next financial year, all expenditure for that project must be lodged to QRA by 30 September (within three month from end of financial year of works completed) for acquittal.

All expenditure relating to grant payments made in a financial year must be lodged to the QRA by 30 September (within three months from end of financial year when the grant was paid to the client) for acquittal assessment.

### **15.3.7 Additional information**

Enquiries regarding this relief measure can be made by contacting the Department of Communities, Child Safety and Disability Services regional offices (refer Section 1.4) or online at [www.communities.qld.gov.au](http://www.communities.qld.gov.au), or via the Community Recovery Hotline on 1 800 173 349.

## **15.4 Special Disaster Assistance – Recovery Grants for Small Businesses and Non-Profit Organisations**

### **15.4.1 Overview**

The Special Disaster Assistance - Recovery Grants for Small Businesses and Non-Profit Organisations may be made available where the small business and non-profit sector is severely affected and the community risks losing essential businesses and non-profit organisations. Grants are designed to assist eligible small businesses and non-profit organisations cover clean up and reinstatement costs arising out of direct damage caused by an eligible disaster, but not at providing compensation for losses.

The grant will assist businesses and non-profit organisations to continue or recommence trading as soon as possible where the impact on the area has been particularly severe.

Assistance under this scheme is not intended to compensate eligible small businesses or non-profit organisations for loss of income.

#### **15.4.2 Administering authority**

Queensland Rural and Industry Development Authority (QRIDA)

#### **15.4.3 Activation**

Activation of this measure is requested by Department of Tourism, Major Events, Small Business and the Commonwealth Games (DTESB) in conjunction with Department of Communities, Child Safety and Disability Services (DCCSDS). Activation of this measure is by a joint agreement between the Prime Minister and the Premier.

In determining the severity of impact on the region, community or sector, DTESB, in conjunction with DCCSDS, must demonstrate in a Business Case the following impacts:

- Standard recovery grants (i.e. up to \$10,000) to a small business and non-profit organisation sector:
  - more than 15 per cent of small businesses and non-profit organisation in the sector are directly affected
  - average individual small business and non-profit organisation losses of at least \$45,000, and
  - the community is at risk of losing essential businesses and non-profit organisations as a direct result of the disaster.
- Exceptional circumstances recovery grants (i.e. up to \$25,000) to a small business and non-profit organisation sector:
  - more than 33 per cent of small businesses and non-profit organisation in the sector are directly affected;
  - average individual small business and non-profit organisation losses of at least \$75,000; and
  - the community is at risk of losing essential businesses and non-profit organisations as a direct result of the disaster.

#### **15.4.4 Eligibility**

Small businesses and non-profit organisations may be eligible for recovery grants if they:

- have suffered direct damage to their premises and/or tools of trade (e.g. equipment, plant) and the essential cost of repair or replacement are the applicant's responsibility and
- are intending to re-establish in the community, region or sector requested, and
- were conducting business in the community, region or sector requested prior to and including the date of the eligible event; and
- there is no insurance, insurance has been refused, or insurance will not cover these costs.

Eligible expenditure must be in the nature of clean-up and reinstatement and may include:

- clean-up:
  - equipment and materials to undertake clean-up
  - additional labour costs (above and beyond normal wage expenditure)
- removal of debris:
  - carting away damaged goods and material
  - cost of disposal
- reinstatement:
  - payment for trades people to conduct safety inspections
  - essential repairs to premises and internal fittings (e.g. floor covering, electrical rewiring, shelving)
  - purchase or hire/lease costs for equipment essential to the immediate resumption of operations
  - leasing of temporary premises
  - replacement of stock which is essential to the immediate resumption of operations.

In cases where the owner of the premises is not the owner of the business, and both wish to claim assistance, a joint claim may be lodged. For example, the building owner may be responsible for the

restoration of building and shop fittings, while the business owner may be responsible for stock and equipment. In these cases a joint claim may be lodged.

Grant assistance provided may be subject to audit to verify that the assistance has been used in accordance with the application.

#### **15.4.5 QRIDA application process**

QRIDA is to lodge the following information:

- Letter and certification signed by Accountable Officer
- details of expenditure incurred:
  - dates and breakdown of grants paid
  - grants paid by activated local government area

Note: All amounts claimed by QRIDA must be paid prior to lodging claim.

#### **15.4.6 QRIDA time limit for submissions to QRA**

All expenditure relating to grants payments must be lodged to the QRA for acquittal assessment by 30 September (within three months from end of financial year when the grant was paid to the client).

#### **15.4.7 Additional information**

Information regarding the preparation of the business case to request activation of this relief measure should be directed to Department of Tourism, Major Events, Small Business and the Commonwealth Games for small businesses. For non-profit organisations, please contact Department of Communities, Child Safety and Disability Services.

Further information on application process and eligibility are available online at [www.qrida.qld.gov.au](http://www.qrida.qld.gov.au) or call 1800 623 946.

### **15.5 Special Disaster Assistance – Recovery Grants for Primary Producers**

#### **15.5.1 Overview**

The Special Disaster Assistance - Recovery Grants for Primary Producers may be made available where the primary production sector is severely affected and the community risks losing essential producers. Grants are designed to provide short-term targeted assistance for clean-up, removal of debris, disposal of deceased livestock and reinstatement following an eligible disaster in cases where the impact on the farming sector has been particularly severe and this could result in production and viability being disrupted beyond the current season. .

Assistance under this scheme is not intended to compensate eligible primary producers for loss of income.

#### **15.5.2 Administering authority**

Queensland Rural and Industry Development Authority (QRIDA)

#### **15.5.3 Activation**

Requested by Department of Agriculture and Fisheries (DAF). Activation of this measure is by a joint agreement between the Prime Minister and the Premier.

In determining the severity of impact on the region, community or sector, DAF must demonstrate in a Business Case the following impacts:

- Standard recovery grants (i.e. up to \$10,000) to a primary producer sector:
  - more than 15 per cent of primary producers in the sector are directly affected
  - those primary producers affected have incurred losses worth more than 10 per cent of the Total Gross Value of Agricultural Production (TGVAP) in the sector, and
  - primary producer viability or production in the sector is at risk of disruption beyond the current season.
- Exceptional circumstances recovery grants (i.e. up to \$25,000) to a primary producer sector:
  - more than 33 per cent of primary producers in the sector are directly affected,
  - those primary producers affected have incurred losses worth more than 20 per cent of the TGVAP in the sector, and
  - primary producer viability or production in the sector is at risk of disruption beyond the current season.

#### 15.5.4 Eligibility

Primary producers may be eligible for recovery grants if they:

- are registered with the Australian Taxation Office as a primary producer, and have an ABN; and
- suffered direct damage as a result of the eligible disaster, which may include damage to farm buildings, crops, pasture, stock, fencing and/or tools of trade (equipment, plant); and
- the essential cost of repair or replacement are the applicant's responsibility; and
- were conducting business in the community, region or sector requested prior to the date of the eligible disaster; and
- are intending to re-establish the business in the community, region or sector requested; and
- there is no insurance, insurance has been refused, or insurance will not cover these costs.

Eligible expenditure must be in the nature of clean-up and reinstatement and may include:

- clean-up:
  - equipment and materials to undertake clean-up
  - additional labour costs (above and beyond normal wage expenditure)
- removal of debris:
  - disposing of damaged goods and injured or dead stock
  - cost of disposal
- reinstatement:
  - repairs to buildings (other than housing)
  - fencing not covered by any other assistance
  - reconditioning/repairing essential plant and equipment
  - repairing and restoring fields
  - health maintenance for livestock and poultry
  - purchase of fodder (not covered by other assistance)
  - Replacing lost or damaged plant stock if the replacement is essential for immediately resuming business activities
  - Replacing dead livestock where evidence of loss is provided to the satisfaction of the authority.
  - purchase or hire/lease costs for equipment essential to the immediate resumption of farming
  - replacement of essential water used for fire fighting
  - water cartage
  - payment for tradespeople to conduct safety inspections
  - essential repairs to premises and internal fittings (e.g. flood covering, electrical rewiring, shelving)

In some cases the primary producer may not be the land owner and both may wish to claim assistance. For example, the land owner may be responsible for the restoration of buildings, while the primary producer (lessee/share farmer) may be responsible for stock and crops. In these cases a joint claim may be lodged.

Grant assistance provided may be subject to audit to verify that the assistance has been used in accordance with the application.

#### 15.5.5 QRIDA application process

QRIDA is to lodge the following information:

- Letter and certification signed by an Accountable Officer
- details of expenditure incurred:
  - dates and breakdown of grants paid
  - grants paid by activated local government area

Note: All amounts claimed by QRIDA must be paid prior to lodging claim.

#### 15.5.6 QRIDA time limit for submissions to QRA

All expenditure relating to grants payments must be lodged to the QRA for acquittal assessment by 30 September (within three months from end of financial year when the grant was paid to the client).

#### **15.5.7 Additional information**

Information regarding the preparation of the business case to request activation of this relief measure should be directed to Department of Agriculture and Fisheries on 13 25 23.

Further information on application process and eligibility are available online at [www.qrida.qld.gov.au](http://www.qrida.qld.gov.au) or call 1800 623 946.



# 16 Extraordinary Special Assistance (Category D)

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## 16.1 Overview

Extraordinary Special Assistance measure is an act of relief or recovery carried out to alleviate distress or damage in circumstances that are exceptional. This funding may be requested to meet the particular circumstances of the event, and where a gap or need for special assistance above and beyond the standard suite of NDRRA assistance arises.

This special relief measure is available under NDRRA Category D (refer Determination s. 5.5) and is only available in exceptional circumstances.

## 16.2 Administering authority

The administering authority is dependent upon the type of assistance made available.

## 16.3 Activation trigger

Activation is by joint agreement between the Prime Minister and the Premier for the activation of Category D extraordinary special assistance to be made available.

## 16.4 Eligibility

Decisions to approve Category D measure requests are made on the merits of individual situations. No two disasters are the same and the circumstances and needs of affected communities will always be different.

The essence of 'exceptional circumstances' is that there is something unusual about circumstances of a particular eligible disaster that makes the application of the ordinary rules to govern those circumstances inadequate or inappropriate. The eligibility, application process, terms, and conditions will be developed by the administering authority once the extraordinary special assistance is made available.

## 16.5 Application process

Any proposal for Category D assistance should be provided in the form of a written request to the Prime Minister, via the Premier, as soon as practicable following an eligible event. Where possible the proposal should provide a business case for each type of measure being sought, outlining:

- a) the nature of the impact of the eligible disaster
  - i. dates of the eligible disaster
  - ii. natural disaster type and intensity, for example, a Category 5 Cyclone, or 1 in 100 year flood
  - iii. affected locations, including communities/regions
  - iv. frequency of natural disasters within the affected locations
  - v. impacts across the lines of recovery. For example:
    - 1. Human and Social – number of fatalities, disruption to essential utilities and services
    - 2. Economic – small business closures, agricultural losses
    - 3. Environmental – pollution/contamination issues, impacts on native habitats
    - 4. Building – number of houses damaged/destroyed and damage to public buildings such as schools and hospitals
    - 5. Roads and Transport - damage to transport networks
- b) the communities that have been affected
- c) the assistance already available to support affected communities and sectors
  - i. type and level of assistance available under other eligible measures of this determination
- d) the need for additional support to be provided
  - i. advice regarding the specific recovery needs facing affected communities
  - ii. evidence demonstrating the recovery needs are a direct result of the eligible disaster

- iii. details about the assistance measures being requested, including the intended recovery outcomes, the administering agencies and a detailed costings breakdown
- e) the consultation process which has taken place
  - i. advice about who the state has consulted with to identify the need for the Category D request.

## **16.6 Agency application process**

Administering agencies responsible for this relief measure must ensure that its submissions clearly demonstrate that the claim is for both eligible activities and eligible extraordinary costs associated with those activities. The agency is to lodge the following information:

- Letter and certification signed by Accountable Officer
  - activities undertaken, including roles/responsibilities undertaken by staff
  - details of expenditure incurred:
    - tax invoices for external expenditure
    - detailed general ledger reports for internal expenditure
    - breakdown of grants paid (if applicable)
    - breakdown of extraordinary wages (if applicable)
    - justification of expenditure as required.
  - a reconciliation statement (essential if the evidence of expenditure differs from the amount claimed).
- Note: All amounts claimed by agencies must be actual expenditure paid prior to lodging a claim.

### **16.6.1 Agency time limit for submissions to QRA**

To meet the Commonwealth NDRRA Determination requirements, all eligible activities completed up to 30 June is required to be lodged to the QRA for assessment by 30 September (within three months from end of financial year). This requirement includes lodging all expenditure incurred on the eligible works/activities undertaken and completed during the financial year, regardless when the invoice was paid.

If works were undertaken in a financial year and the project continued into the next financial year, all expenditure for that project is to be lodged to QRA by 30 September (within three month from end of financial year of works completed) for acquittal.

All expenditure relating to grants payments must be lodged to the QRA for acquittal assessment by 30 September (within three months from end of financial year when the grant was paid to the client).

## **16.7 Further information**

Enquiries regarding this relief measure can be made by contacting:  
Queensland Reconstruction Authority  
Telephone: 1800 110 841  
Address: PO Box 15428 City East Qld 4002

## Appendix 1: Definitions

<b>Allowable Time Limit</b>	<p>For expenditure on restoration or replacement of an essential public asset:</p> <ul style="list-style-type: none"> <li>two years after the end of the financial year in which the relevant disaster occurred; or</li> <li>if there are special circumstances presented and accepted by the Commonwealth, a longer period as specified.</li> </ul> <p>For expenditure on any other relief measure, two years after the end of the financial year in which the relevant disaster occurred.</p> <p>(NDRRA Determination 2017)</p>
<b>Backfilling</b>	<p>‘extraordinary cost’ of Filling of a staff member position when the incumbent is seconded to undertake other duties. Under these guidelines backfilling is only allowable if the incumbent staff member is seconded to undertake approved NDRRA activities and the Commonwealth day labour exemption does not apply.</p> <p>While the salary of the incumbent staff member would not be eligible, costs for replacing the staff member (such as higher duties) would be eligible, dependent on type of arrangement. Overtime costs associated with the staff member performing backfilling duties is ineligible.</p>
<b>Betterment (REPA only)</b>	<p>The restoration or replacement of an essential public asset to a more disaster-resilient standard (increased level of immunity or level of service) than its pre-disaster standard that has been damaged by an eligible disaster</p> <p>(NDRRA Determination 2017)</p> <p>Also includes upgrade works which are above the current engineering standards/requirements and building codes/guidelines stipulated for the area in which the asset is located.</p>
<b>Capital cost (Non-consumable resources)</b>	<p>Stock of assets, including property, plant and equipment, intangible assets and inventories, that an agency owns and/or controls, and uses in the delivery of services. Can be characterised as</p> <ol style="list-style-type: none"> <li>having a useful life after the event; or</li> <li>can be depreciated; or</li> <li>having a requirement for ongoing maintenance.</li> </ol> <p>Examples of non-consumable resources include computers, generators, pumps, clothes dryers, washing machines, furniture etc.</p> <p>Refer to Section 6.6.3 and Section 7.6.8 Purchase of assets for information on reimbursement.</p>
<b>Category A Measure</b>	<p>A <i>Category A</i> measure is one of the following forms of emergency assistance to <i>individuals</i>:</p> <ol style="list-style-type: none"> <li>emergency food, clothing or temporary accommodation;</li> <li>repair or replacement of essential items of furniture and personal effects;</li> <li>essential repairs to housing, including temporary repairs and repairs necessary to restore housing to a habitable condition;</li> <li>demolition or rebuilding to restore housing to a habitable condition;</li> <li>removal of debris from residential properties to make them safe and habitable;</li> <li>extraordinary counter disaster operations for the benefit of an affected individual; or</li> <li>personal and financial counselling;</li> </ol> <p>(NDRRA Determination 2017)</p>
<b>Category B Measure</b>	<p>A <i>Category B</i> assistance measure is one of the following:</p> <ol style="list-style-type: none"> <li>restoration or replacement of an essential public asset;</li> <li>betterment of an essential public asset;</li> <li>concessional interest rate loan to small businesses and primary producers whose assets have been significantly damaged as a direct result of an eligible disaster;</li> <li>concessional interest rate loan to a needy individual or non-profit organisation whose assets have been significantly damaged as a direct result of an eligible disaster;</li> <li>concessional interest rate loan to a small business, primary producer or a non-profit organisation that has suffered a significant loss of income as a direct result of an eligible disaster;</li> <li>interest rate subsidy to small businesses or primary producers whose assets have been significantly damaged as a direct result of an eligible disaster;</li> </ol>

	<p>g) interest rate subsidy to a small business, primary producer or a non-profit organisation that has suffered a significant loss of income as a direct result of an eligible disaster;</p> <p>h) freight subsidy to primary producers whose assets have been significantly damaged;</p> <p>i) grant to a needy individual or non-profit organisation whose assets have been significantly damaged as a direct result of an eligible disaster; or</p> <p>j) counter disaster operations for the protection of the general public.</p> <p>(NDRRA Determination 2017)</p>
<b>Category C Measure</b>	A community recovery package designed to support a holistic approach to the recovery of regions, communities or sectors severely affected by an eligible disaster (NDRRA Determination 2017).
<b>Category D Measure</b>	An act of relief or recovery carried out to alleviate distress or damage in circumstances that are, in the opinion of the Commonwealth, exceptional. (NDRRA Determination 2017)
<b>Commonwealth</b>	The Commonwealth Attorney-General's Department. A reference to the <i>Commonwealth</i> includes a reference to the Secretary and appropriate Senior Executive Service officials of the Attorney-General's Department. (NDRRA Determination 2017)
<b>Companion Animal</b>	A companion animal includes assistance animals (e.g. guide dogs) and animals normally considered as domestic animals (cat, dog, bird).  It does not commercial animals or those animals the owner has a business attachment to and/or requires a special licence or permit (livestock, race horses, animals kept for breeding purposes).
<b>Complementary Works</b>	Complementary works are additional works undertaken concurrently with approved eligible restoration works. The full costs of the additional/complementary works component are to be met by the applicant. When works are delivered in addition to or complementary to NDRRA works, they must be outlined within a submission and progress reporting.
<b>Consequential losses</b>	Loss or damage subsequent to the actual event. (e.g. business interruptions, loss of income, damage not directly caused by the event).
<b>Consumable resources</b>	Resources that: <ul style="list-style-type: none"> <li>a) are low cost e.g. general stationery</li> <li>b) have a single use or limited number of uses during an event e.g. ropes, sandbags, tarpaulins, additional personal protective equipment (PPE) etc.</li> <li>c) could not be used for any other purpose after the event e.g. due to contamination</li> <li>d) were purchased based on a justifiable need and are used and not recovered.</li> </ul>
<b>Counter Disaster Operations (CDO)</b>	Counter Disaster Operations are activities undertaken by local and state government agencies to alleviate personal hardship and distress, address the immediate emergency needs and for the protection of the general public, immediately before, during and in the immediate aftermath of a disaster event. (NDRRA Determination 2017).
<b>Current Engineering Standards</b>	Restoring or replacing an essential public asset which has been damaged as a direct result of an eligible disaster, a modest level of flexibility can be exercised by the agency to use contemporary construction methodologies and building materials—rather than obsolete or outdated construction methodologies and building materials—to restore or replace the asset. (NDRRA Determination 2017)
<b>Day Labour</b>	Amounts attributable to salaries or wages or other ongoing administrative expenditure for which the applicant would have been liable even though the eligible measure had not been carried out E.g. permanent staff.  Refer to Section 7.6.13 for exemption of day labour under the Restoration of Essential Public Assets
<b>Extraordinary Labour</b>	Extraordinary wages above what would normally be incurred while undertaking eligible activities: <ul style="list-style-type: none"> <li>a) overtime</li> <li>b) allowances</li> <li>c) temporary employment costs including consultants and/or contractors and/or</li> <li>d) backfilling (only the additional costs, such as higher duties, of backfilling a person undertaking eligible activities is eligible, dependent on type of arrangement, not the salary of the incumbent).</li> </ul>

<b>Determination</b>	This refers to the Commonwealth Natural Disaster Relief and Recovery Arrangements Determination 2017.
<b>Eligible Disaster</b>	<p>A natural disaster or terrorist act for which:</p> <ul style="list-style-type: none"> <li>• a coordinated multi-agency response was required; and</li> <li>• state expenditure exceeds the small disaster criterion.</li> </ul> <p>(NDRRA Determination 2017).</p>
<b>Eligible Measure</b>	An act of relief or recovery described as a <i>Category A</i> , <i>Category B</i> , <i>Category C</i> or <i>Category D</i> measure. (NDRRA Determination 2017).
<b>Eligible Undertaking</b>	<p>A body that:</p> <ul style="list-style-type: none"> <li>• is one of the following: <ul style="list-style-type: none"> <li>○ a department or other agency of a state government; or</li> <li>○ established by or under a law of a state for public purposes (e.g. a local government body); and</li> </ul> </li> <li>• provides services free of charge or at a rate that is 50 per cent or less of the cost to provide those services.</li> </ul> <p>(NDRRA Determination 2017).</p>
<b>Emergent Works</b>	<p>Works that are:</p> <ol style="list-style-type: none"> <li>a) activities necessary during the course of a disaster to protect eligible public assets or to restore essential public services and maintain public safety</li> <li>b) immediate post-disaster repairs to an eligible asset to enable it to operate/be operated at a reasonable level of efficiency - this would include clean-up costs, removal of silt/debris and temporary repairs.</li> </ol>
<b>Essential Public Asset</b>	<p>An asset which <i>must</i> be a <i>transport</i> or <i>public infrastructure</i> asset of an <i>eligible undertaking</i> which, the <i>state</i> considers and the <i>department</i> agrees, is a necessary part of a <i>state's</i> infrastructure and is integral to the normal functioning of a community.</p> <p>(NDRRA Determination 2017).</p>
<b>Extraordinary Disaster Coordination Centre Costs</b>	<p>The following is provided as general examples only and applies to costs required to operate a regional or local disaster coordination centre activated in response to an eligible event. Cost examples may include:</p> <ol style="list-style-type: none"> <li>a) emergency generator hire to run coordination centre and operating consumables (e.g. fuel, oil etc.)</li> <li>b) telecommunication costs for coordination centre</li> <li>c) hire of office equipment</li> <li>d) general stationery.</li> </ol>
<b>Extension of Time (EOT)</b>	Where restoration or replacement of an eligible asset is unable to be completed within the <i>Allowable Time Limit</i> due to exceptional circumstances, applicants may request an Extension of Time to complete eligible works. This is only applicable to Restoration of Essential Public Assets relief measure.
<b>Financial Year</b>	A period of 12 months commencing on 1 July (NDRRA Determination 2017)
<b>Habitable</b>	<p>Refers to a residential property being fit for human habitation, possessing basic amenities in working order and not being in substantial disrepair.</p> <p>(NDRRA Determination 2017)</p>
<b>Natural Disaster</b>	<p>A natural disaster is one, or a combination of the following rapid onset events:</p> <ul style="list-style-type: none"> <li>• bushfire</li> <li>• earthquake</li> <li>• flood</li> <li>• storm</li> <li>• cyclone</li> <li>• storm surge</li> <li>• landslide</li> <li>• tsunami</li> <li>• meteorite strike, or</li> <li>• tornado.</li> </ul>

	<p>Events where human activity is a significant contributing cause. For example, poor environmental planning, commercial development, personal intervention (other than arson or terrorist act), or accident may not be natural disasters for the purposes of the NDRRA.</p> <p>(NDRRA Determination 2017)</p>
<b>Natural disaster mitigation</b>	<p>Measures taken in advance of, or after, a natural disaster aimed at decreasing or eliminating the impact of a natural disaster on society and the environment.</p> <p>(NDRRA Determination 2017)</p>
<b>Needy individual</b>	<p>An individual who is in urgent and genuine need of financial assistance.</p> <p>(NDRRA Determination 2017)</p>
<b>Non-Capital Cost</b>	<p>Non Capital Costs are the operating, maintenance and other costs incurred in the delivery of a an eligible activity.</p>
<b>Non-Profit Organisation</b>	<p>An incorporated charity or non-profit entity that is registered with the Australian Charities and Non-Profits Commission (ACNC) or an equivalent state regulatory body.</p> <p>(NDRRA Determination 2017).</p>
<b>Primary Producer</b>	<p>An individual, partnership, trust or company that:</p> <ul style="list-style-type: none"> <li>○ has a right or interest in a farm enterprise; and</li> <li>○ contributes a significant part of his, her or its labour and capital to the enterprise; and</li> <li>○ derives at least 50 per cent of his, her or its income from the enterprise.</li> </ul> <p>Primary producers are defined as those that are listed under Australian New Zealand Standard Industrial Classification 2006 (ANZSIC) 1292.0 (Revision 2.0) Codes 01 (Agriculture), 02 (Aquaculture), 03 (Forestry and Logging), 04 (Fishing, Hunting and Trapping) and 05 (Agriculture, Forestry and Fishing Support Services).</p> <p>(NDRRA Determination 2017).</p>
<b>Public infrastructure</b>	<p>An asset that is an integral part of a state's infrastructure and is associated with health, education, justice or welfare.</p> <p>(NDRRA Determination 2017)</p>
<b>Residential Dwelling</b>	<p>A residential dwelling for the purposes of NDRRA is a house, caravan and/or residential vessel.</p>
<b>Restoration Works</b>	<p>An <i>essential public asset</i> of an <i>eligible undertaking</i> which has been directly damaged or redamaged by an <i>eligible disaster</i> can be restored or replaced to its pre-disaster standard, in accordance with current building and engineering standards.</p> <p>(NDRRA Determination 2017)</p>
<b>Small Business</b>	<p>A business, other than a <i>farm enterprise</i>, that employs fewer than 20 full-time equivalent staff. That is, the sum total of all standard hours worked by all <i>employees</i> (whether full-time or part-time) is less than the number of standard hours that would be worked by 20 full-time <i>employees</i>, as defined by the Australian Bureau of Statistics.</p> <p>A <i>small business</i> does not include a sole trader <i>small business</i> where 50 per cent or less of the sole trader's income comes from that business.</p> <p>(NDRRA Determination 2017).</p>
<b>Small Disaster Criterion</b>	<p>The amount published by the Commonwealth from time to time for the purposes of the Commonwealth NDRRA Determination, being the amount of \$240,000 as affected by movements in the Consumer Price Index.</p> <p>(NDRRA Determination 2017).</p>
<b>State</b>	<p>The State of Queensland</p>
<b>State Expenditure</b>	<p>The amount actually spent or the cost incurred by the <i>state, its departments, other agencies</i> or local governments within the <i>allowable time limit</i>, on an <i>eligible measure</i> and with respect to an <i>eligible disaster</i>.</p> <p>The amount does not include any of the following:</p> <ul style="list-style-type: none"> <li>• amounts that the <i>agency</i> has recovered or may recover from any source;</li> </ul>

	<ul style="list-style-type: none"> <li>• amounts that a <i>person</i> is liable to reimburse to the <i>state</i> (including amounts attributable to GST);</li> <li>• amounts directly or indirectly receivable from the Commonwealth under a joint Commonwealth/<i>state</i> financial arrangement or some other form of specific purpose financial assistance to a <i>state</i>;</li> <li>• amounts attributable to internal rate hire or salaries or wages for which the <i>agency</i> would have been liable for had the <i>eligible disaster</i> not occurred;</li> <li>• amounts attributable to other ongoing administrative expenditure for which the agency would have been liable for had the <i>eligible disaster</i> not occurred, including the installation of workstations and furniture, software including IT systems, printing costs, business cards, rent, power and advertising fees</li> <li>• amounts that have been transferred from a <i>state</i> to a <i>Department</i> or other agency of the <i>state</i> government for possible expenditure on an <i>eligible measure</i>, but have not yet been spent by that agency;</li> <li>• the local government's contribution to <i>betterment</i>;</li> <li>• profit margins to an eligible undertaking.</li> </ul> <p>(NDRRA Determination 2017)</p>
<b>Special circumstances</b>	<p>Circumstances which are unforeseeable, unusual, unique or beyond the control of the <i>state</i>, despite addressing all potential risks through adequate project and risk management plans.</p> <p>(NDRRA Determination 2017)</p>
<b>Terrorist act</b>	<p>An action or a series of actions committed in Australia which the Commonwealth has determined is a terrorist act for the purposes of an <i>eligible disaster</i> under the NDRRA.</p> <p>Without limiting the matters to which the Commonwealth may have regard in determining whether the action or series of actions is a terrorist act, the Commonwealth may have regard to:</p> <ol style="list-style-type: none"> <li>i. the definition of a terrorist act under section 100.1 of the <i>Criminal Code Act 1995</i>, and</li> <li>ii. if available, the advice of other Commonwealth agencies.</li> </ol> <p>In the event of one or more acts, the Commonwealth may determine two or more related acts to be a single terrorist act.</p> <p>(NDRRA Determination 2017)</p>
<b>Transport</b>	<p>An asset that is an integral part of a state's infrastructure and is associated with roads, road infrastructure (including footpaths, bike lanes, pedestrian bridges), bridges, tunnels and culverts.</p> <p>(NDRRA Determination 2017)</p>