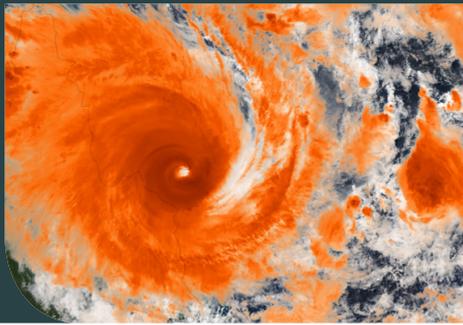


# Queensland Disaster Relief and Recovery Guidelines



November 2018

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## Review of the Guidelines

These Guidelines are reviewed by QRA as required, in collaboration with the relevant state agencies. Enquiries regarding information contained within these guidelines should be referred to:

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## Copies

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# Table of contents

(NOTE: This Table of contents is interactive - Click to skip to relevant section)

<b>1 Disaster relief and recovery funding arrangements in Queensland .....</b>	<b>5</b>
<b>2 About the Guidelines.....</b>	<b>5</b>
2.1 Relationship with prior guidelines.....	5
2.2 Disaster Recovery Funding Arrangements.....	5
2.3 State Disaster Relief Arrangements .....	6
2.4 Funding relief measures available under these guidelines.....	6
<b>3 Principles for assistance.....</b>	<b>7</b>
<b>4 Activation process for Disaster Recovery Funding Arrangements (DRFA) .....</b>	<b>8</b>
4.1 Overview.....	8
4.2 Eligible disaster .....	8
4.3 Activation requests, approvals and notifications .....	9
4.4 Area defined for receipt of assistance.....	11
4.5 Relief measures and activation criteria.....	12
4.6 Acknowledgment of joint Australian Government/State assistance .....	17
<b>5 Activation process for State Disaster Relief Arrangements (SDRA).....</b>	<b>18</b>
5.1 Overview.....	18
5.2 Administering agencies.....	18
5.3 Assistance available .....	18
Personal Hardship Assistance Scheme (PHAS) .....	18
Counter Disaster Operations (CDO) .....	18
5.4 Activation of the SDRA and PHAS/CDO relief measures.....	18
5.5 Area defined for receipt of assistance.....	19
5.6 Exclusions .....	19
5.7 Acknowledgment of state funding assistance.....	20
<b>6 Personal Hardship Assistance Scheme .....</b>	<b>21</b>
6.1 Overview.....	21
6.2 Purpose .....	21
6.3 Assistance available .....	21
6.4 Emergency Hardship Assistance Grant .....	22
6.5 Essential Services Hardship Assistance.....	23
6.6 Essential Household Contents Grant .....	24
6.7 Structural Assistance Grant.....	25
6.8 Income test.....	26
6.9 Personal and financial counselling.....	26
6.10 Employment of a Community Recovery Officer .....	26
6.11 Administering agency reimbursement requirements.....	27

<b>7 Essential Services Safety and Reconnection Scheme .....</b>	<b>29</b>
7.1 Overview.....	29
7.2 Essential Services Safety and Reconnection Scheme .....	29
7.3 Administering agency reimbursement requirements.....	30
<b>8 Counter Disaster Operations .....</b>	<b>32</b>
8.1 Overview.....	32
8.2 Purpose .....	32
8.3 Assistance available .....	32
8.4 Eligibility .....	32
8.5 Reimbursement requirements .....	36
<b>9 Measures for the Reconstruction of Essential Public Assets.....</b>	<b>38</b>
9.1 Overview.....	38
9.2 Assistance available .....	38
9.3 Eligibility .....	39
9.4 Emergency Works .....	43
9.5 Immediate Reconstruction Works .....	45
9.6 Reconstruction of Essential Public Assets.....	47
<b>10 Disaster Assistance (Small Business) Loans .....</b>	<b>52</b>
10.1 Overview.....	52
<b>11 Disaster Assistance (Essential Working Capital) Loans Scheme for Small Business</b>	<b>54</b>
11.1 Overview.....	54
<b>12 Disaster Assistance (Primary Producers) Loans.....</b>	<b>56</b>
12.1 Overview.....	56
<b>13 Disaster Assistance (Essential Working Capital) Loans Scheme for Primary Producers .....</b>	<b>58</b>
13.1 Overview.....	58
<b>14 Freight Subsidies for Primary Producers.....</b>	<b>60</b>
14.1 Overview.....	60
14.2 Administering agency reimbursement requirements.....	61
<b>15 Disaster Assistance Loans for Not-for-Profit Organisations .....</b>	<b>62</b>
15.1 Overview.....	62
<b>16 Essential Working Capital Loans Scheme for Not-for-Profit Organisations.....</b>	<b>64</b>
16.1 Overview.....	64
<b>17 Community Recovery Package (Category C) .....</b>	<b>66</b>
17.1 Overview.....	66
17.2 Community Recovery Fund .....	67
17.3 Special Disaster Assistance Recovery Grants - Primary Producers.....	69
17.4 Special Disaster Assistance Recovery Grants - Small Business and Not-for-Profit Organisations .	72

<b>18</b>	<b>Extraordinary Special Assistance (Category D)</b> .....	<b>75</b>
18.1	Overview.....	75
18.2	Business cases .....	76
18.3	Administering agency reimbursement process .....	77
<b>19</b>	<b>Governance</b> .....	<b>78</b>
19.1	Certification .....	78
19.2	Defined Time Limit .....	78
19.3	Goods and Services Tax (GST) .....	78
19.4	Submission assessment .....	78
19.5	Funding Agreement.....	78
19.6	Insurance.....	78
19.7	Progress reporting .....	78
19.8	Ad-hoc reporting .....	78
19.9	Regular program reporting .....	79
19.10	Record Keeping.....	79
19.11	Procurement .....	79
19.12	Assurance Activities .....	79
19.13	Acknowledgment of State or joint State and Australian Government assistance.....	79
19.14	DRFA acknowledgement.....	79
19.15	SDRA acknowledgement .....	80
19.16	Further media assistance .....	80
<b>20</b>	<b>APPENDIX 1 - Definitions</b> .....	<b>81</b>
<b>21</b>	<b>APPENDIX 2 -Essential Household Contents Grant breakdown</b> .....	<b>90</b>
<b>22</b>	<b>APPENDIX 3 - Acronyms and abbreviations</b> .....	<b>91</b>

# 1 Disaster relief and recovery funding arrangements in Queensland

Queensland is the most disaster impacted state in Australia. Disaster events often result in large-scale expenditure by governments in the form of financial schemes, loans and grants to assist the recovery and reconstruction of impacted communities and essential infrastructure.

The Queensland Government, via the Queensland Reconstruction Authority (QRA) administers two disaster relief and recovery funding arrangements:

- **Disaster Recovery Funding Arrangements (DRFA)**, which outline the agreed Australian Government and state government cost sharing arrangements that may be activated following an eligible disaster to provide assistance to impacted community members, small businesses, not-for-profit organisations, primary producers, local governments and state government agencies. The Australian Government DRFA are published at [www.disasterassist.gov.au](http://www.disasterassist.gov.au).
- **State Disaster Relief Arrangements (SDRA)**, a wholly state funded program that may be activated for all hazards and provide assistance where personal hardship and distress is experienced following the impact of a disaster event. The Queensland Government SDRA are published at [www.qra.qld.gov.au](http://www.qra.qld.gov.au). The Queensland Reconstruction Authority is the lead agency responsible for disaster recovery and resilience policy. QRA's vision is to build a more disaster-resilient Queensland.

QRA is the lead agency responsible for disaster recovery and resilience policy, with a vision to make Queensland Australia's most disaster resilient state.

QRA also works closely with state and local government partners to deliver value for money and best practice expenditure and acquittal of public reconstruction funds within disaster-affected communities.

## 2 About the Guidelines

These Queensland Disaster Relief and Recovery (QDRR) Guidelines – November 2018 (the Guidelines) detail the Disaster Recovery Funding Arrangements (DRFA) and the State Disaster Relief Arrangements (SDRA) relief measures that may be activated following an eligible disaster to assist individuals, small businesses, primary producers, not-for-profit organisations, local governments and state agencies.

The aim of the Guidelines is to provide:

- an overview of the disaster relief and recovery measures administered in Queensland including details of activation, eligibility, application, delivery, reporting and acquittal requirements under both the DRFA and SDRA within Queensland
- a guide for local governments and state government agencies, not-for-profit organisations, primary producers, small businesses and the general public, on financial assistance and funding that may be available in the event of a disaster.

### 2.1 Relationship with prior guidelines

The Guidelines apply to events occurring from 1 November 2018 and incorporate the [Australian Government Disaster Recovery Funding Arrangements \(DRFA\) 2018](#).

The previous *Queensland Disaster Relief and Recovery Arrangements (QDRRA) Guidelines – October 2017*, continue to apply to events activated under the [Natural Disaster Relief and Recovery Arrangements Determination 2017](#) (NDRRA) events between 1 July 2017 and 31 October 2018.

### 2.2 Disaster Recovery Funding Arrangements

The joint Australian Government/State funded DRFA is governed by Emergency Management Australia, within the Australian Government Department of Home Affairs.

The DRFA details four categories of relief measures available for activation under an eligible disaster, Categories A and B standard assistance and Categories C and D, special assistance. In Queensland, QRA administers the DRFA relief measures on behalf of the Queensland Government. Each of the Categories are activated separately.

## 2.3 State Disaster Relief Arrangements

The intent of the SDRA is to assist in the relief of communities whose wellbeing has been severely affected by a natural or non-natural disaster event. As a solely Queensland Government funded program the SDRA is not subject to the Australian Government event eligibility requirements, and is therefore able to address a wider range of disaster events and circumstances where personal hardship exists.

Refer to [Section 5 – Activation process for SDRA](#).

## 2.4 Funding relief measures available under these guidelines

Below is a guide to the DRFA and SDRA relief measures available under these guidelines.

Assistance to	Relief measures	DRFA	SDRA	Contact
<b>individuals</b>	Personal Hardship Assistance Scheme	✓	✓	Department of Communities, Disability Services and Seniors (DCDSS) Hotline: 1800 173 349 Website: <a href="http://www.communities.qld.gov.au">www.communities.qld.gov.au</a>
	Essential Services Safety and Reconnection Scheme	✓		
<b>small Businesses</b>	Disaster Assistance (Small Business) Loans	✓		Queensland Rural and Industry Development Authority (QRIDA) Telephone: 1800 623 946 Website: <a href="http://www.qrida.qld.gov.au">www.qrida.qld.gov.au</a>
	Disaster Assistance (Essential Working Capital) Loans Scheme	✓		
	Special Disaster Assistance Recovery Grants	✓		
<b>primary producers</b>	Disaster Assistance (Primary Producers) Loans	✓		Queensland Rural and Industry Development Authority (QRIDA) Telephone: 1800 623 946 Website: <a href="http://www.qrida.qld.gov.au">www.qrida.qld.gov.au</a>
	Disaster Assistance (Essential Working Capital) Loans Scheme	✓		
	Special Disaster Assistance Recovery Grants	✓		
	Freight Subsidies	✓		
<b>not for profit organisations</b>	Disaster Assistance (Not-for-profit Organisations) Loans	✓		Queensland Rural and Industry Development Authority (QRIDA) Telephone: 1800 623 946 Website: <a href="http://www.qrida.qld.gov.au">www.qrida.qld.gov.au</a>
	Disaster Assistance (Essential Working Capital) Loans Scheme	✓		
	Special Disaster Assistance Recovery Grants	✓		
<b>local governments</b>	Counter Disaster Operations	✓	✓	Queensland Reconstruction Authority (QRA) Telephone: 1800 110 841 Website: <a href="http://www.qra.qld.gov.au">www.qra.qld.gov.au</a>
	Emergency Works for essential public assets	✓		
	Immediate Reconstruction Works for essential public assets	✓		
	Reconstruction of Essential Public Assets	✓		
<b>state government agencies</b>	Counter Disaster Operations	✓	✓	Queensland Reconstruction Authority (QRA) Telephone: 1800 110 841 Website: <a href="http://www.qra.qld.gov.au">www.qra.qld.gov.au</a>
	Emergency Works for essential public assets	✓		
	Immediate Reconstruction Works for essential public assets	✓		
	Reconstruction of Essential Public Assets	✓		

### 3 Principles for assistance

The assistance measures detailed in the Guidelines aim to provide a ‘safety net’ to those in immediate need and who are unable to affect their own recovery.

Eligibility of expenditure under the Guidelines should not be a consideration when determining whether action should be undertaken, or assistance given in response to, or recovery from a disaster event.

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

- Australian Government and/or state government assistance is intended to support eligible response and recovery measures which complement other strategies such as insurance, mitigation planning and implementation.
- Recovery is a shared responsibility for individuals, households, businesses and communities, as well as for all levels of government where access to capital or appropriate strategies for natural disaster mitigation are considered.
- 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.
- The assistance measures are designed to achieve an efficient allocation of resources
- Those affected in the same way by the same eligible disaster should receive the same assistance, within the limitations of the arrangements within the Guidelines
- The financial exposure to taxpayers (at all levels of government) should be minimised.

While the measures within the Guidelines provide a measure of financial support, the primary responsibility for the safeguarding and reconstruction of private and public assets remains with the owner.

## 4 Activation process for Disaster Recovery Funding Arrangements (DRFA)

### 4.1 Overview

Once activated, the joint Australian Government/State funded DRFA provides a range of agreed relief measures and cost sharing arrangements to assist in the recovery of individuals, communities, local governments and state agencies impacted by an eligible disaster.

The Australian Government Minister responsible for Emergency Management Australia determines the terms and conditions of assistance under the DRFA including loans and subsidies.

All relief measures must comply with the DRFA and supplementary clarifications from the Australian Government, and are subject to Queensland Audit Office and Australian Government audit and acceptance.

### 4.2 Eligible disaster

An eligible disaster as defined by the DRFA, is a natural disaster or terrorist act for which:

- a coordinated multi-agency response was required **and**
- state expenditure exceeds the small disaster criterion, currently \$240,000 for 2018-19.

A natural disaster is defined as one, or a combination of the following rapid onset events:

- bushfire
- cyclone
- earthquake
- flood
- landslide
- meteorite strike
- storm
- storm surge
- tornado
- tsunami.

A terrorist act is defined as an action or a series of actions committed in Australia which the Australian Government Minister has determined is a terrorist act for the purposes of an eligible disaster under the DRFA, and has advised the State in writing.

#### 4.2.1 Exclusions

Ineligible disasters under the DRFA include:

- a. drought
- b. epidemic events resulting from:
  - i. poor environmental planning
  - ii. commercial development; or
  - iii. personal intervention
- c. frost
- d. heatwave
- e. non-natural disasters (excluding terrorist act)
- f. small natural disasters where eligible state expenditure (on all assistance measures) does not exceed the Australian Government Small Disaster Criterion
- g. disaster events that do not meet the Australian Government definition of a natural disaster or terrorist act
- h. disasters where human activity is a significant contributing cause e.g. poor environmental planning, commercial development, personal intervention or accidents.

## 4.3 Activation requests, approvals and notifications

### 4.3.1 Activation of Category A and B relief measures

Activation of the DRFA, Category A and B relief measures for an event may occur where a local government and/or state agency meets all four criteria:

1. has been impacted by, or responded to an eligible disaster (refer to [Section 4.2 - Definition of an eligible disaster](#)); and
2. the event has required a coordinated multi-agency response; and
3. requires financial assistance to respond to and recover from the event; and
4. the combined estimated total expenditure in responding to the event exceeds the small disaster criterion (SDC).

The combined estimated total expenditure is calculated by collating all actual or estimated eligible expenditure from across all local and state government agencies responding to the event. If this total exceeds the SDC and the event is eligible, activation assessment and approval process commences.

If an applicant does not expect to exceed the SDC within its own agency, QRA, on receipt of the activation request, will coordinate and contact other agencies to determine if any expenditure has been incurred or expected to be incurred. Agencies are not required to contact other responding agencies to determine if the SDC will be exceeded.

A local government's request for activation of the Reconstruction of Essential Public Assets (REPA) relief measures requires the local government to have eligible expenditure (actual or estimated) that exceeds its trigger point contribution (refer to [Section 9.2.1 - Trigger points](#)). The local government is required to contribute 25 per cent of eligible REPA expenditure or up to the trigger point whichever is lesser. Only the eligible expenditure under REPA, excluding trigger point, can be used to calculate the SDC. If the local government does not exceed its trigger point, then any REPA expenditure is unable to be included in the SDC calculation.

The activation of the DRFA should not be a deciding factor when responding to a disaster. In accordance with emergency management responsibilities, agencies are required to ensure that they are prepared for and are able to respond to natural disasters. Agencies should make available whatever assistance they deem necessary regardless of whether it is eligible for reimbursement.

### 4.3.2 Activation timeframe

Agencies must advise QRA of a potential activation request as soon as possible, to ensure the Australian Government DRFA notification timeframe is met. Under the DRFA, QRA must notify the Australian Government of an eligible disaster within three months of the disaster occurring. Activation requests received after this time may be declined.

If an agency is unsure if a disaster meets the definition of an eligible disaster, it is recommended the agency contacts QRA as soon as possible to discuss potential activation.

### 4.3.3 Activation requirements

To request activation, the local government or state agency is required to:

- outline the impact from the disaster and the coordinated multi-agency response
- detail the relevant relief measure/s sought
- detail any additional activation criteria necessary to activate a specific relief measure
- provide supporting documentation to assist with detailing the disaster impact to the community, for example: situation reports, Local Disaster Management Group meeting minutes, road closure reports, photos.

Relief measures are restricted to which agency can request activation. Local governments may only request activation of Counter Disaster Operations (CDO) and the Reconstruction of Essential Public Assets (REPA) which automatically activates Emergency Works and Immediate Reconstruction Works.

Activation of the remaining relief measures must be requested by the relevant state government department. The only exception to this is Category D as this is dependent upon the type of assistance being requested. Refer to [Section 4.3.4 - Requesting an activation](#) for a full list of the relief measures and activation criteria.

#### 4.3.4 Requesting activation

Local governments and state agencies can request activation via the QRA MARS Portal or via email:

- QRA MARS Portal - Log into QRA Management and Reporting System (MARS) Portal, select 'activations' and follow the steps to enter the details necessary to request activation. Contact your QRA Regional Liaison Officer (RLO) for login details.

Email - Download and complete QRA Activation Request Form ([www.qra.qld.gov.au](http://www.qra.qld.gov.au)) entering the information necessary to request activation. Email the completed form to: [DRFA@qra.qld.gov.au](mailto:DRFA@qra.qld.gov.au), and cc your RLO.

#### 4.3.5 Activation assessment, approval and notification

QRA will assess the activation request to determine it meets the definition of an eligible disaster, including whether the Australian Government Small Disaster Criterion (SDC) will be cumulatively exceeded by all local government and/or state government agencies responding to the event. QRA will seek further information as required to ensure that the disaster meets the Australian Government requirements.

If QRA determines the disaster meets the definition of an eligible disaster, QRA will request the activation of the DRFA for the eligible disaster, by the Queensland Minister for Fire and Emergency Services.

Subsequent DRFA approvals can be undertaken for a single disaster, allowing for additional local government areas and relief measures to be activated as the situation unfolds, and further information is gathered on impacted communities. A local government area is activated for DRFA relief measures, not the actual local government, allowing all relief measures to be activated and available as required for local government or state government agencies responding to the event.

Following each approval, an activation summary detailing the DRFA eligible disaster, the activated local government areas and activated relief measures is:

- distributed to key stakeholders via an email notification
- published at [www.qra.qld.gov.au](http://www.qra.qld.gov.au)
- published in the MARS portal for activated agencies. (Agencies are unable to lodge submissions unless activated.)

For terrorist acts, the Australian Government must first determine the event to be a terrorist act for the purposes of an eligible disaster under the DRFA, and advise the State in writing.

For bushfire events, QRA will confirm with Queensland Fire and Emergency Services State Operations Centre (SOC) the fire is deemed an 'extraordinary' fire and is over and above its normal capacity to respond to the event.

For isolated disasters that do not reach the DRFA criteria, the SDRA may apply to relief measures for community response and assistance to individuals. (Refer to [Section 5 -Activation process for SDRA](#)).

#### 4.3.6 Activation of Category C and D measures

Following a severe disaster and activation of DRFA Category A and B relief measures, the Community Recovery Package (Category C) and exceptional circumstances assistance (Category D) may be considered for activation. They are not automatically activated.

Relief measures offered under Category C and D are beyond what is usually required to support a community to recover, and additional to Category A and B.

Activation of Category C or D assistance is requested in writing by the Premier of Queensland and approved by the Prime Minister. While individual agencies may draft a business case to request activation of a Category C or D relief measure, QRA has overall responsibility to progress and coordinate such requests to the Premier for application to the Prime Minister.

If a local government or state agency identifies the need for Category C or D assistance, it is recommended to contact your Regional Liaison Officer or QRA directly to discuss the potential business case and required information.

Refer to [Section 4.5 – Relief measures and activation criteria](#).

## 4.4 Area defined for receipt of assistance

### 4.4.1 Standard assistance

In order to determine disaster affected communities eligible for DRFA funding, the Queensland Minister for Fire and Emergency Services will define a specific date range and geographic boundary to which DRFA relief measures will apply.

This 'area definition' will also indicate the disaster event and its impact dates. 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]

### 4.4.2 Special assistance

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

**IMPORTANT:** The '*activation of the Disaster Recovery Funding Arrangements*' by the Minister provides jointly funded Australian Government/State financial assistance to communities affected by disasters that meet the Australian Government DRFA requirements.

Activation of the DRFA is **unrelated** to:

- a '*declaration of a disaster situation*' under the Queensland *Disaster Management Act 2003 (DMA 2003)*. The '*declaration of a disaster situation*' is a formal short-term declaration invoked under the *DMA 2003*, to provide additional powers to the Queensland Police Service and Emergency Services prior to, during and in the immediate wake of the State declared disaster situation
- activation of the Queensland Disaster Management Arrangements (QDMA). The stand-up of the Local Disaster Management Groups may be used to support the request to activate the DRFA but is not a mandatory requirement.

## 4.5 Relief measures and activation criteria

### 4.5.1 Standard assistance (Categories A and B) relief measures

Category A and B relief measures are designed to assist those within the community who do not have the resources to provide for their own recovery. For any assistance to be an *eligible measure* it *must* be carried out to alleviate damage or distress arising as a direct result of an eligible disaster.

Standard Relief Measures	Category	Purpose and available assistance	Requesting Agency	Activation criteria
Personal Hardship Assistance Scheme (PHAS)	A	<p>To alleviate personal hardship and distress.</p> <ul style="list-style-type: none"> <li>• <b>Emergency Hardship Assistance Grant</b> – provides assistance as a contribution to support people directly impacted by an eligible disaster to meet their immediate essential needs for food, clothing, medical supplies or temporary accommodation.</li> <li>• <b>Essential Services Hardship Assistance</b> – provides assistance for people directly impacted by an eligible disaster to meet their immediate needs where they have experienced the loss of 1 or more essential services for more than 5 days.</li> <li>• <b>Essential Household Contents Grant</b> – provides a contribution towards replacing or repairing essential household contents, such as beds, linen and whitegoods that have been lost or damaged by an eligible disaster.</li> <li>• <b>Structural Assistance Grant</b> – provides a contribution towards repairs or replacement of a dwelling damaged by an eligible disaster, to return it to a safe, habitable and secure condition.</li> </ul>	Department of Communities, Disability Services and Seniors (DCDSS)	DCDSS identifies 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.
Essential Services Safety and Reconnection Scheme (ESSRS)	B	To assist residents with the inspection and reconnection of essential services that have been damaged by an eligible disaster. The scheme provides financial assistance to individuals and families as a contribution towards safety inspections of and repairs to residential essential services (i.e. electricity, gas, water and sewerage) damaged by an eligible disaster.	DCDSS	DCDSS identifies 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.

Standard Relief Measures	Category	Purpose and available assistance	Requesting Agency	Activation criteria
Counter Disaster Operations (CDO)	A&B	To assist local governments and state agencies to undertake activities that alleviate personal hardship and distress, address the immediate needs of individuals and protect the general public, immediately prior to, during or immediately after an eligible disaster.	Local government or state agency that has responded or will respond to the disaster.	Counter Disaster Operation activities are required to be undertaken to provide direct assistance to an individual and for the protection of the general public.
Reconstruction of Essential Public Assets (REPA)	B	Reconstruction of Essential Public Assets are works undertaken by local governments and state agencies and to reconstruct damaged essential public assets to pre-disaster function.	Local government or state agency where there has been impact to its essential public assets	Damage to essential public assets caused by the eligible disaster.  Note: A local government's eligible damage costs must exceed, or be expected to exceed, its trigger point amount to be eligible to request activation
Immediate Reconstruction Works (IRW)- Essential Public Assets	B	To assist state agencies or local governments to immediately and permanently reconstruct damaged essential public assets to pre-disaster function immediately after the eligible disaster.	Activated automatically under Reconstruction of Essential Public Assets	As per Reconstruction of Essential Public Assets above
Emergency Works (EW) - Essential Public Assets	B	To assist local governments and state agencies to undertake urgent activities necessary following an eligible disaster to temporarily restore an eligible essential public asset to enable it to operate/be operated at an acceptable level of efficiency to support the immediate recovery of a community.	Activated automatically under Reconstruction of Essential Public Assets	As per Reconstruction of Essential Public Assets above
Disaster Assistance (Not-for-profit Organisations) Loans	B	Concessional interest rate loans to assist not-for-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.	DCDSS	DCDSS identifies a need based on damage assessments and information gathered.
Disaster Assistance (Primary Producers) Loans	B	Concessional interest rate loans to assist primary producers whose assets have been significantly damaged by an eligible disaster, to recover and return to viable operations	Department of Agriculture and Fisheries (DAF)	DAF identifies a need based on damage assessments and information gathered.

Standard Relief Measures	Category	Purpose and available assistance	Requesting Agency	Activation criteria
Disaster Assistance (Small Business) Loans	B	Concessional interest rate loans to assist small business operators that have been significantly damaged as a direct result of an eligible disaster from an eligible disaster, to re-establish normal operations.	Department of Employment, Small Business and Training (DESBT)	DESBT identifies a need based on damage assessments and information gathered.
Disaster Assistance (Essential Working Capital) Loans Scheme for Not-for-profit Organisations	B	Concessional interest rate loans to assist not-for-profit organisations that have suffered a significant loss of income as a result of an eligible disaster by providing the essential working capital required to continue operations.	DCDSS	DCDSS identifies a need based on damage assessments and information gathered.
Disaster Assistance (Essential Working Capital) Loans Scheme for Primary Producers	B	Concessional interest rate loans to primary producers who have suffered a significant loss of income as a result of an eligible disaster by providing the essential working capital required to continue business operations.	DAF	DAF identifies a need based on damage assessments and information gathered.
Disaster Assistance (Essential Working Capital) Loans Scheme for Small Business	B	Concessional interest rate loans to assist small businesses that have suffered a significant loss of income as a result of an eligible disaster by providing the essential working capital required to continue business operations.	DESBT	DESBT identifies a need based on damage assessments and information gathered.
Freight Subsidies for Primary Producers	B	To assist primary producers impacted by an eligible disaster with the transport of livestock, fodder or water for livestock, building, fencing equipment or machinery to the primary producer's home property.	DAF	DAF identifies a need to provide freight subsidies assistance.

#### 4.5.2 Special Assistance (Category C) - Community Recovery Package

Special assistance – Category C	Purpose and assistance	Requesting Agency	Activation criteria
Community Recovery Fund	Where a community is severely affected and needs to restore social networks, community functioning and community facilities.	DCDSS	DCDSS identifies the community is severely affected and additional assistance is needed to assist with the recovery of the community. <b>Note:</b> requires joint agreement between the Prime Minister and the Premier
Special Disaster Assistance Recovery Grants - Small Business	Grants to small business operators who have suffered direct damage caused by an eligible disaster. Grants are aimed at covering the cost of clean-up and reinstatement, not at providing compensation for losses.	DESBT in conjunction with DCDSS	DESBT and DCDSS identify additional financial assistance is required to support the recovery of the community from a severe event. <b>Note:</b> requires joint agreement between the Prime Minister and the Premier
Special Disaster Assistance Recovery Grants - Not-for-profit Organisations	Grants to not-for-profit organisations who have suffered direct damage caused by an eligible disaster. Grants are aimed at covering the cost of clean-up and reinstatement, not at providing compensation for losses.		
Special Disaster Assistance Recovery Grants - Primary Producers	Grants to primary producers who have suffered direct damage caused by an eligible disaster. Grants are aimed at covering the cost of clean-up and reinstatement, but not at providing compensation for losses.	DAF	DAF identifies additional financial assistance is required to support the recovery of the community from a severe event. <b>Note:</b> requires joint agreement between the Prime Minister and the Premier

### 4.5.3 Exceptional Circumstance Assistance (Category D)

Exceptional circumstance assistance - Category D	Purpose and assistance	Requesting Agency	Activation criteria
Extraordinary Special Assistance	Category D assistance for relief or recovery activities carried out to alleviate distress or damage as a direct result of an eligible disaster in circumstances which are, in the opinion of the Australian Government, exceptional.	Dependent upon the assistance being requested.	<p>This funding may be requested to meet the circumstances of the event, and where a gap or need for extraordinary special assistance above and beyond the standard suite of DRFA assistance arises.</p> <p><b>Note:</b> requires joint agreement between the Prime Minister and the Premier</p>

## 4.6 Acknowledgment of joint Australian Government/State assistance

A prerequisite for all DRFA relief measures is recognition of the Australian Government and State funding contribution.

To comply with this requirement, public advice and media releases should refer to assistance as being “jointly funded by the Australian Government and Queensland Governments under the Disaster Recovery Funding Arrangements”.

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

Contact QRA for assistance and approval for any releases [media@qra.qld.gov.au](mailto:media@qra.qld.gov.au) or 1800 110 841.

## 5 Activation process for State Disaster Relief Arrangements (SDRA)

### 5.1 Overview

Activation of the State Disaster Relief Arrangements (SDRA) provides a Queensland Government state funded, all hazards, personal hardship financial assistance package to assist Queensland communities recover from a disaster event.

As a wholly state funded arrangement, the SDRA are not subject to the DRFA event eligibility provisions or the Small Disaster Criterion and are able to address a wider range of disaster events and circumstances where personal hardship exists.

Under the SDRA, the definition of a disaster event is determined under the *Disaster Management Act 2003*.

### 5.2 Administering agencies

The SDRA relief measures are administered by the:

- Department of Communities, Disability Services and Seniors (DCDSS) - Personal Hardship Assistance Scheme
- Queensland Reconstruction Authority - Counter Disaster Operations.

### 5.3 Assistance available

Two relief measures are available under the SDRA, the Personal Hardship Assistance Scheme and Counter Disaster Operations (CDO). Once activated, both are administered in line with the DRFA eligibility requirements.

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#### Personal Hardship Assistance Scheme (PHAS)

Financial assistance for individuals suffering personal hardship and distress as a direct result of a disaster may be available for immediate needs, essential household contents and structural assistance.

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#### Counter Disaster Operations (CDO)

Funding for state and local governments to assist with alleviating personal hardship and distress, addressing the immediate emergency needs of individuals and for the protection of the general public, immediately prior to, during and immediately after an eligible disaster.

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### 5.4 Activation of the SDRA and PHAS/CDO relief measures

Activation of the SDRA is triggered when 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 when there are no local service providers to assist in the event of a disaster. DCDSS has the sole responsibility to request activation of the SDRA.

#### 5.4.1 Activations timeframe

DCDSS requests activation as soon as possible after the disaster event. Late activation requests may require additional information to validate the request.

If a local government or state agency has been impacted by a disaster and is unsure if a disaster meets the definition of the SDRA, it is recommended the agency contacts QRA as soon as possible to discuss potential activation. QRA will liaise with DCDSS to determine if there is a need to activate the SDRA.

## 5.4.2 Requesting activation

A request for activation of the SDRA and the PHAS relief measure for a disaster can only be made by DCDSS Community Recovery Branch. CDO is automatically included in the request to activate SDRA PHAS, and is unable to be activated without a PHAS request.

The request will detail the service providers impacted, the area/s to be activated for PHAS, noting requests can consist of residents, a single community, a local government area or a number of local government areas.

DCDSS can request activation via the QRA MARS Portal or via email:

- QRA MARS Portal – Log into QRA MARS Portal and follow the steps to enter the details necessary to request activation
- Email - Complete the Activation Request Form ([www.qra.qld.gov.au](http://www.qra.qld.gov.au)) entering the information necessary to request activation. Email the completed form to: [DRFA@qra.qld.gov.au](mailto:DRFA@qra.qld.gov.au), and the relevant RLO.

## 5.4.3 Activation assessment, approval and notification

QRA will assess the activation request against the SDRA requirements, and where required will seek further information to ensure the disaster meets the SDRA.

If QRA determines the disaster meets the SDRA, QRA will request the activation of PHAS and CDO under the SDRA by the Director-General, Department of Premier and Cabinet. The Director-General has the responsibility to approve the activation with QRA providing direct support.

Once the SDRA is activated, notification of the activation, relief measures activated and area defined for receipt of assistance are distributed via email to key stakeholders and at [www.qra.qld.gov.au](http://www.qra.qld.gov.au) and [www.disaster.qld.gov.au](http://www.disaster.qld.gov.au).

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

Where subsequent additional information is gathered on the impact to local government areas and the event meets the criteria under the DRFA, a request for activation of the DRFA for the event may be progressed by QRA. Once activated under the DRFA, the SDRA would then be de-activated for the event. This process must occur within 3 months of the disaster occurring.

## 5.5 Area defined for receipt of assistance

The area defined for the receipt of PHAS is provided by the DCDSS 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. For CDO, the area defined for the receipt of assistance will be at the local government area.

In order to determine disaster affected communities eligible for SDRA funding, the Director-General, Department of 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]

## 5.6 Exclusions

The SDRA covers only PHAS and CDO.

The protection, emergency repairs and permanent reconstruction of state and local government assets damaged by a disaster, and all other DRFA relief measures are excluded under the SDRA. The two arrangements cannot be activated at the same time.

## 5.7 Acknowledgment of state funding assistance

A prerequisite for assistance is recognition of the state funding contribution under the SDRA. To comply with this requirement, public advice and media releases should refer to assistance as being “*funded by the Queensland Government under the State Disaster Relief Arrangements.*”

Contact QRA for assistance and approval for any releases [media@qra.qld.gov.au](mailto:media@qra.qld.gov.au) or by phone 1800 110 841.

## 6 Personal Hardship Assistance Scheme

### 6.1 Overview

DRFA or SDRA relief measure	The Personal Hardship Assistance Scheme may be activated under either the DRFA Category A or the SDRA
Activation Trigger	Advice from the Department of Communities, Disability Services and Seniors, Community Recovery Branch 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.
Activation requested by	Department of Communities, Disability Services and Seniors (DCDSS)
Activation approved by	<ul style="list-style-type: none"><li>• <b>DRFA</b> Minister for Fire and Emergency Services</li><li>• <b>SDRA</b> Director-General, Department of Premier and Cabinet</li></ul>
Administered by	Department of Communities, Disability Services and Seniors
To apply	QGOV (13 74 68) or <a href="http://www.communities.qld.gov.au">www.communities.qld.gov.au</a> .

### 6.2 Purpose

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

PHAS assistance is intended to be an emergency helping hand to alleviate personal hardship and distress and assist in addressing the immediate emergency needs of disaster affected individuals. 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.

Subject to eligibility, PHAS provides financial assistance contributing towards:

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

### 6.3 Assistance available

PHAS incorporates four grants:

1. Emergency Hardship Assistance Grant
2. Essential Services Hardship Assistance
3. Essential Household Contents Grant
4. Structural Assistance Grant.

Applicants may also be referred to local service providers supporting community recovery. Eligibility criteria specific to each grant are detailed below. Other criteria may apply and applicants should contact the DCDSS for further information.

These grants are in addition to the Essential Services Safety and Reconnection Scheme ([Refer Section 7 – 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. Income test criteria apply to the Essential Household Contents Grant and the Structural Assistance Grant ([Refer Section 6.8 – Income Test](#))

## 6.4 Emergency Hardship Assistance Grant

**Purpose** Emergency Hardship Assistance is a grant available to address the immediate emergency needs of individuals and families who are unable to provide for their own recovery from their own resources. For example: emergent food, clothing, temporary accommodation or medical supplies.

**Timeframe** Emergency Hardship Assistance grants are only available for seven days following activation. The timeframe may be extended (maximum availability period of 28 days) where necessary, and has been approved by the Minister for Communities, Disability Services and Seniors.

**Maximum amounts**

- \$180 for individuals
- up to \$900 for families of five or more

**Eligibility criteria** Eligible applicants include individuals and families who are unable to provide for their own immediate recovery from their own resources. Applicants for this grant are not required to meet income test criteria.

The following 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) isolation within properties
- e) loss of essential services for five days or less.

**To apply** Apply directly to the DCDSS. Applicants will be 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.

Contact the Community Recovery Hotline 1800 173 349.

Visit [www.communities.qld.gov.au](http://www.communities.qld.gov.au)

## 6.5 Essential Services Hardship Assistance

<b>Purpose</b>	Essential Service Hardship Assistance is a grant available for individuals or families who are directly impacted by the loss of one or more essential services in their principal place of residence for more than five days, and are suffering hardship and are unable to provide for their own recovery from their own resources.
<b>Timeframe</b>	Essential Service Hardship assistance grants are only available for seven days following activation. The timeframe may be extended (maximum availability period of 28 days) where necessary, and as approved by the Minister for Communities, Disability Services and Seniors.
<b>Maximum amounts</b>	<ul style="list-style-type: none"><li>• \$150 for individuals</li><li>• up to \$750 for families of 5 or more</li></ul>
<b>Eligibility criteria</b>	<p>Essential Service Hardship Assistance applicants are required to provide permission for their details to be cross checked with the relevant service provider. Grant payments apply only for loss of essential services described below:</p> <ul style="list-style-type: none"><li>• electricity, 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</li><li>• gas, including bottled gas, only when the property is powered gas only. If there is electricity to the property, then loss of gas alone does not qualify for assistance</li><li>• water, including water tanks where a property is reliant on tank water, only when alternative water is not being supplied</li><li>• sewerage, including septic tanks when residents are unable to stay in their home due to health and safety issues.</li></ul> <p>Applicants for this grant are not required to meet income criteria.</p> <p>The following circumstances are <i>not</i> grounds for receiving Essential Services Hardship Assistance:</p> <ol style="list-style-type: none"><li>a) business loss or damage including compensation for loss of income</li><li>b) farm or property damage (excluding a principal place of residence)</li><li>c) loss of tools of trade</li><li>d) isolation within properties</li><li>e) loss of essential services for five days or less.</li></ol>
<b>To apply</b>	<p>Apply directly to the DCDSS. Essential service 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.</p>

Contact the Community Recovery Hotline 1800 173 349.

Visit [www.communities.qld.gov.au](http://www.communities.qld.gov.au)

## 6.6 Essential Household Contents Grant

**Purpose** The Essential Household Contents Grant is a financial contribution towards the repair or replacement of uninsured essential household contents.

**Timeframe** Timeframes for application and use of the grant are advised by DCDS at the time of release of the assistance.

**Maximum grant amount:**

- \$1,765 for an individual
- \$5,300 for couples or families

The grant amount is based on the maximum contribution towards eligible items where the grant contribution does not exceed the pre-disaster value of the damaged or lost item. Refer to Appendix 2.

**Eligibility criteria** To be eligible for the Essential Household Contents Grant, applicants must:

- a) own the essential household items subject of the grant application in their principal place of residence
- b) not be insured for household contents (proof of outcome required for applicants who have had insurance claims declined)
- c) meet income test criteria ([Refer Section 6.8 – Income test](#)).

**To apply** Applicants are required to complete an application form providing all of the following:

- details of damage
- proof of identity
- proof of income
- 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 DCDS. A home inspection by Community Recovery staff 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.

Contact the Community Recovery Hotline 1800 173 349.

Visit [www.communities.qld.gov.au](http://www.communities.qld.gov.au)

## 6.7 Structural Assistance Grant

The Structural Assistance Grant is a financial contribution towards the repair of a principle place of residence (including caravans and residential vessels) that has been damaged by an eligible disaster, to return it to a safe, habitable and secure condition.

**Timeframe** The grant application timeframe is advised by DCDSS at the time of release of the assistance. Once approved, the applicant has 12 months from the date the grant is approved to complete the repairs to their dwelling.

**Maximum amounts**

- \$10,995 for single adults
- \$14,685 for couples or families

**Eligibility criteria** To be eligible for the Structural Assistance Grant, 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 eligible 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 the income test criteria ([Refer Section 6.8 – Income test](#)).

Only repairs to render dwellings safe, habitable, secure and compliant with local government regulations are claimable. This excludes repairs to damage that existed prior to the disaster event. The grant amount is determined in consultation with the Department of Housing and Public Works (DHPW), 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.

**To apply** Applicants are required to complete an application form providing all of the following:

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

Applicants are required to sign and submit 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 the DCDSS. A home inspection by a representative of the DHPW and the Community Recovery Branch 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, DCDSS will pay the applicant directly or pay contractors as works are completed. Applicants have 12 months to complete the repairs to their dwelling from the date of approval.

Contact the Community Recovery Hotline on 1800 173 349.

Visit [www.communities.qld.gov.au](http://www.communities.qld.gov.au)

## 6.8 Income test

Income tests apply 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 the allowable income level. Income includes:

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

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

## 6.9 Personal and financial counselling

To help individuals who are suffering personal hardship and distress as a direct result of an eligible disaster by providing them with personal and financial counselling in the immediate aftermath of the eligible disaster including:

- a. assessing the financial, personal, emotional and psychological needs of disaster affected individuals and families
- b. offering specialised individual or group counselling services to those suffering the effects of the eligible disaster
- c. providing information about the range of assistance measures available to disaster affected individuals and liaising with disaster assistance delivery agencies
- d. undertaking outreach strategies to provide eligible measures in remote and regional disaster affected communities
- e. assisting with disaster related claims to insurance companies
- f. providing referrals to specialist financial, legal and psychological services regarding disaster and non-disaster related matters.

## 6.10 Employment of a Community Recovery Officer

Where PHAS has been activated for an eligible disaster, DCDSS may employ one Community Recovery Officer (CRO) to work across the relevant activated local government areas to:

- a. identify recovery needs
- b. assist in accessing relevant information and resources to develop community recovery programs
- c. provide community capacity building activities as required.

The CRO can provide assistance only in local government areas activated for PHAS under the relevant disaster. A CRO can be employed for a maximum of twelve months full-time or equivalent (e.g. two CROs for 6 months each, or 3 CROs for 4 months each), within the defined time limit for the relevant disaster.

Where the need for additional CRO/s, or an extension of the current CRO/s is identified, DCDSS, via QRA, may write to the Australian Government requesting approval to employ additional CROs above the one/s already employed. DCDSS must demonstrate that the nature, scale and circumstances of the relevant disaster (including the number of impacted local government areas, known fatalities and injuries of individuals, private properties and/or businesses destroyed or damaged) warrant the employment of additional CRO/s or extension of current CRO/s.

## 6.11 Administering agency reimbursement requirements

In order to claim reimbursement of eligible expenditure and grant dispersals under the DRFA, DCDSS must demonstrate that the claim is for both eligible activities and eligible extraordinary costs associated with those activities.

PHAS eligibility requirements align with the Counter Disaster Operations requirements detailed under the following sections:

- [Section 8.4.3 - Eligible expenditure](#)
- [Section 8.4.5 - Ineligible expenditure](#)
- [Section 8.4.6 - Purchase of new assets required to undertake eligible activities](#)

PHAS submissions require a PHAS Submission Form, available on request from [submissions@qra.qld.gov.au](mailto:submissions@qra.qld.gov.au).

The submission needs to detail:

- expenditure claimed by grant or account category, expenditure start and end dates, and reference numbers to evidence of the expenditure or grant in the detailed general ledger or supporting report
- number of grants paid by grant type, date period, locations/activated area
- activities undertaken, including roles/responsibilities undertaken by staff
- breakdown of extraordinary wages claimed, payroll report (timesheets to be available on request by QRA for sampling)
- details of expenditure claimed, linked to the activities, including:
  - detailed general ledger or transaction report in editable format to support all claimed expenditure
  - source documents (e.g. tax invoices) supporting the claimed expenditure must be available on request for sampling by QRA and audit
  - justification of expenditure as required.

Submissions must be certified by the Accountable Officer on lodgement.

Note: All amounts claimed must exclude GST and be actual expenditure or grant payments made prior to lodging the submission.

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

Refer to [Section 19-10 - Record keeping](#) requirements. All applicants must keep an accurate audit trail of all supporting evidence for seven years from the end of the financial year in which the expenditure is claimed to the State and for DRFA, until the claim is acquitted by the Australian Government.

Following completion and review of Submission Forms and supporting evidence, progress to your delegated officer for certification.

Lodge certified submissions via:

- QRA MARS Portal - Log into the MARS portal and follow the steps to create a draft PHAS submission, provide details and attach all supporting evidence. Once reviewed and validated progress for certification and lodgement.
- Email - Completed PHAS submission form detailing the necessary information above linked to evidence of expenditure. Email the completed form, a scanned certified copy of the form and all supporting evidence to: [submissions@qra.qld.gov.au](mailto:submissions@qra.qld.gov.au), and your QRA Regional Liaison Officer (RLO).

### 6.11.1 Acquittal timeframe

The costs of all eligible works or activities undertaken within a financial year (up to 30 June) must be lodged for acquittal with QRA within three months from the end of that financial year (by 30 September), irrespective 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.

### 6.11.2 Reimbursement

One hundred per cent (100%) of eligible PHAS expenditure (excluding GST) is reimbursed on approval.

## 7 Essential Services Safety and Reconnection Scheme

### 7.1 Overview

DRFA or SDRA relief measure	The Essential Services Safety and Reconnection Scheme relief measure is activated under the DRFA Category B
Activation Trigger	Activated upon advice from the Department of Communities, Child Safety and Seniors that there are no local service providers, or local service providers have reached their capacity to support individuals and families following an eligible disaster.
Activation requested by	Department of Communities, Disability Services and Seniors
Activation approved by	Minister for Fire and Emergency Services
Administered by	Department of Communities, Disability Services and Seniors (DCDSS)
More information	QGOV (13 74 68) or <a href="http://www.communities.qld.gov.au">www.communities.qld.gov.au</a> .

### 7.2 Essential Services Safety and Reconnection Scheme

<b>Purpose</b>	<p>The Essential Services Safety and Reconnection Scheme provides for financial contributions towards repair work including:</p> <p>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)</p> <p>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.</p> <p>The Essential Services Safety and Reconnection Scheme provides financial assistance for a safety inspection for each essential service needing reconnection and repair work to enable essential service reconnection.</p> <p>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.</p> <p>However, this grant cannot be used for the same purposes of costs claimed under the Personal Hardship Assistance Scheme.</p>
<b>Timeframe</b>	<p>Grant application timeframes are advised by DCDSS at the time of release of the assistance. Once approved, the applicant has 12 months from date the grant is approved to complete the repairs to their dwelling.</p>
<b>Maximum amounts</b>	<p>The maximum grant amount is \$5000 per household, comprising:</p> <ul style="list-style-type: none"> <li>• safety inspection for reconnection of electricity      \$200</li> <li>• safety inspection for reconnection of gas      \$200</li> <li>• safety inspection for reconnection of water      \$200</li> <li>• safety inspection for reconnection of sewerage      \$200</li> <li>• replacement/repair of electrical, gas, water and sewerage equipment      \$4200</li> </ul>

## Eligibility criteria

To be eligible the applicant must meet all of the following:

- own the dwelling that is the subject of the grant application
- have occupied the dwelling as their principal place of residence at the time of the disaster
- not be insured for the damage caused by the disaster
- have assets significantly damaged
- meet the income criteria (refer [Refer Section 6.8 – Income test](#)).

Repair of appliances is not eligible.

## To apply

Applicants for the Essential Services Safety and Reconnection Scheme should apply to DCDSS. Applications can be delivered to Community Recovery Hubs or Community Recovery Referral and Information Centres (CRRIC).

Applicants are required to:

- 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
- 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.

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 a Regional Office of the DCDSS, for approval prior to repair work commencing.

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

- **Essential Services Safety Inspection** - DCDSS will reimburse applicants on provision of a receipt for completed works, or a suitably qualified person providing an invoice for completed, approved works.
- **Essential Services Repairs** - DCDSS will pay the applicant directly upon receipt of a quote or invoice for completed, approved work.

Contact the Community Recovery Hotline on 1800 173 349

Visit [www.communities.qld.gov.au](http://www.communities.qld.gov.au)

## 7.3 Administering agency reimbursement requirements

DCDSS must ensure its submissions clearly demonstrate that the claim is for both eligible activities and eligible extraordinary costs associated with those activities.

ESSRS submissions require an ESSRS Submission Form, available on request from [submissions@qra.qld.gov.au](mailto:submissions@qra.qld.gov.au).

The submission needs to detail:

- details of ESSRS grants paid, date period, locations/activated area
- evidence of expenditure, including:
  - detailed general ledger or transaction report in editable format to support all claimed expenditure
  - source documents (e.g. tax invoices) supporting the claimed expenditure must be available on request for sampling by QRA and audit

Submissions must be certified by the Accountable Officer on lodgement.

Note: All amounts claimed must exclude GST and be actual expenditure, paid prior to lodging the submission.

Refer to [Section 19-10 - Record keeping](#) record keeping requirements. All applicants must keep an accurate audit trail of all supporting evidence for seven years from the end of the financial year in which the expenditure is lodged to the State and the claim is acquitted by the Australian Government.

Following completion and review of Submission Forms and supporting evidence, progress to your delegated officer for certification and lodgement via:

- QRA MARS Portal - Log into the MARS portal and follow the steps to create a draft submission, provide details and attach all supporting evidence. Once reviewed and validated progress for certification and lodgement.
- Email - Completed ESSRS submission form detailing the necessary information above linked to evidence of expenditure. Email the completed form, a scanned certified copy of the form, plus all supporting evidence to: [submissions@qra.qld.gov.au](mailto:submissions@qra.qld.gov.au), and your QRA Regional Liaison Officer (RLO).

### 7.3.1 Acquittal timeframe

The costs of all eligible activities completed within a financial year (up to 30 June) must be lodged for acquittal with QRA within three months from the end of that financial year (by 30 September), irrespective 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.

### 7.3.2 Reimbursement

One hundred per cent (100%) of eligible ESSRS expenditure (excluding GST) is reimbursed on approval.

## 8 Counter Disaster Operations

### 8.1 Overview

DRFA or SDRA relief measure	Counter Disaster Operations may be activated under either the DRFA Categories A and B or the SDRA.
Activation Trigger	Counter Disaster Operation activities are required in preparation for, or in response to, an eligible disaster in order to provide direct assistance to an individual and for the protection of the general public, to reduce personal hardship and distress.
Activation requested by	<ul style="list-style-type: none"><li>• <b>DRFA</b> – An accountable officer in a state agency or local government that has responded to the disaster event</li><li>• <b>SDRA</b> – Department of Communities, Disability Services and Seniors</li></ul>
Activation approved by	<ul style="list-style-type: none"><li>• <b>DRFA</b> – Minister for Fire and Emergency Services</li><li>• <b>SDRA</b> – Director-General, Department of Premier and Cabinet</li></ul>
Eligible applicants	Local governments and state agencies providing Counter Disaster Operations
Administered by	Queensland Reconstruction Authority
More information	Queensland Reconstruction Authority 1800 110 841 <a href="http://www.qra.qld.gov.au">www.qra.qld.gov.au</a>

### 8.2 Purpose

Counter Disaster Operations (CDO) are the activities undertaken by local governments and state 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 immediately after an eligible disaster.

Activities must be intended to reduce the need for other forms of assistance under the DRFA or SDRA.

### 8.3 Assistance available

CDO assistance supports local and state government agencies through the reimbursement of actual expenditure incurred while undertaking eligible disaster response activities.

### 8.4 Eligibility

To be eligible to seek reimbursement of CDO expenditure, applicants must:

- meet the definition of an *eligible undertaking* (Refer to Appendix 1 - Definitions) and
- be able to provide details of the Counter Disaster Operations undertaken in response to the eligible disaster and
- be able to provide evidence of the associated actual extraordinary expenditure.

Not all activities an agency is requested to do or chooses to undertake as part of its disaster response will be eligible under these guidelines. 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. This relief measure is not intended to fund core disaster response activities which are the responsibility of, and are budgeted for by state agencies and local governments.

In the situation where the state and/or local government resources are unable to meet the demands of responding to a disaster or disasters, DRFA/SDRA assistance may be sought as a reimbursement of the cost of delivering eligible CDO activities.

The CDO relief measure falls under two categories:

**Category A:** extraordinary CDO activities for the benefit of an affected individual — this measure is intended to provide assistance to individuals who are under threat from, or who have been directly affected by an eligible disaster.

**Category B:** extraordinary CDO activities 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.

### 8.4.1 Eligible activities

**Eligible CDO Category A activities** - emergency assistance for individuals who have been directly affected by an eligible disaster and are unable to meet their immediate emergency needs.

To help individuals with the removal of disaster related debris from their home to make it safe and habitable, and therefore preventing displacement.

This measure is not intended to cover non-essential debris removal activities occurring beyond the immediate vicinity of a residential property (i.e. the residential block).

- a. clean-up activities inside and immediately outside a home
- b. removal of fallen trees and green waste
- c. removal of flood related debris (such as mud, damaged furniture and whitegoods)
- d. removal of trees which have become dangerous as a direct result of the eligible disaster
- e. removal and disposal of spoiled perishable food
- f. removal of hazardous material (such as asbestos) which has been exposed as a direct result of the eligible disaster. If, as a direct result of the eligible disaster, hazardous material that is located immediately beyond the residential block is causing potential health and safety risks for the resident(s) it is also eligible to be removed
- g. removal of disaster damaged related building material debris (such as tiles, bricks and broken glass)
- h. removal of septic waste.

Eligibility of activities undertaken on the residential property (as listed above) are 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. Note extraordinary costs associated with the removal of above debris placed on footpath is eligible for reimbursement.

Extraordinary CDO activities to provide assistance to individuals who are under threat from, or who have been directly affected by, an eligible disaster:

- a. emergency food and water at evacuation centre
- b. search and rescue operations
- c. evacuation of threatened/affected people (including companion animals)
- d. establishment and operation of evacuation and recovery centres
- e. 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)
- f. emergency accommodation/shelter, including establishment, management and decommissioning of temporary relocatable accommodation—for example, providing short-term accommodation at an evacuation centre or through a temporary service provider, such as a hotel
- g. transportation for individuals who need to travel to emergency accommodation
- a. sandbagging and/or the construction of portable temporary levees/flood barriers to prevent inundation of residential properties
- b. bushfire response activities to directly assist an individual
- c. activities to render damaged or threatened houses safe and habitable, such as tree bracing , tarping damaged roofs, structural integrity assessments
- d. establishment, operation and decommission of temporary dumpsites to accommodate eligible debris removed from residential properties

- e. transportation and disposal of eligible residential properties, refer section above
- f. damage assessments on residential properties
- g. residential water safety testing
- h. cleaning and refilling residential potable water systems to ensure the residential property is safe and habitable
- i. emptying and cleaning residential septic tanks to make them operational
- j. resupply to isolated residents/communities in accordance with Queensland Government policy
- k. establishment of temporary access routes required to undertake the above activities (case-by-case eligibility)
- l. personal and financial counselling as per [Section 6.9 – Personal and financial counselling](#).

Eligible Category B activities - counter disaster operations for the protection of the general public

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

- a. traffic management and road closures in order to maintain public health and safety before or during the event (excluding when required for emergency or reconstruction works)
- b. sandbagging to mitigate the impact of the disaster on the community (e.g. to protect residential areas, public schools and public hospitals or enable an asset to continue to operate and deliver an essential service to the community)
- c. sandbagging and/or construction of portable temporary levees/flood barriers to prevent inundation of a central business district
- d. establishment and operation of temporary locally positioned operational base camps used by front line emergency services personnel to undertake eligible CDO activities
- e. establishment and operation of local, district and state Incident Management Teams, Incident Control Centres and Disaster Coordination Centres
- f. 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
- g. 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 hours)
- h. fire suppression activities to protect the general public
- i. construction of fire breaks or other fire containment activities to protect the general public
- j. vector control when undertaken on private, public or natural assets to protect individuals and the community – i.e. the health issue is identified due to the proximity to residential areas.

#### 8.4.2 Eligible timeframes

**Completion of activities:** Eligible CDO activities are undertaken immediately before, during and /or immediately after an eligible disaster.

#### 8.4.3 Eligible expenditure

Expenditure can be considered eligible when the expenditure is associated with an eligible activity

- exceeds the costs the agency could reasonably have expected to incur for these purposes
- 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. catering
- d. volunteer costs, such as catering, accommodation, travel
- e. engagement of service providers, contractors and interstate personnel

- f. publication/printing costs associated with providing disaster specific information
- g. essential transportation costs for personnel, equipment and materials
- h. transportation associated with emergency food or essential supply drops
- i. costs associated with providing assistance to evacuated companion animals
- j. hire of buildings, including rental charges and power costs for the period the building is required
- k. hire of additional plant and equipment, and operating consumables (fuel, oil, grease etc.). This includes aircraft except when used for aerial firefighting, refer below
- l. operating consumables (fuel, oil, grease etc.) consumed while using internal plant and equipment
- m. operational costs, such as consumables (ropes, sandbags, tarps, non-standard issue personal protective equipment). A justifiable need must exist and items must have been used whilst undertaking counter disaster operations and not recovered, (refer to Definitions for additional detail)
- n. vehicle or equipment repairs (not covered by insurance) and additional servicing required as a direct consequence of undertaking an eligible activity
- o. 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
- p. replacement of uninsured stolen equipment (up to the depreciated value of the item). Note: only the depreciated amount is eligible for reimbursement, and thefts must be reported to the Queensland Police Service. The submission for reimbursement must include a Crime Report number, a list of items, depreciation cost at the time of theft and replacement costs. Insurance excess and non-covered items may be eligible for reimbursement.
- q. restoring assets directly damaged during eligible CDO activities—for example, repairing fencing that was damaged when establishing bushfire containment lines
- r. hire of aircraft 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
  - vi. extraordinary staffing costs
- s. resupply to residential properties to replace water that has been used for eligible firefighting activities.

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

#### 8.4.4 Establishment and operation of state level operation/coordination centres

Costs associated with the establishment and operation of state level operation/coordination centres, such as the State Disaster Coordination Centre (SDCC), may be claimed under the DRFA, when:

- the impact of a disaster reduces the capacity of a response agency to undertake its core business, and
- State Operation Centre costs are over and above an agency's budget for normal operations.

For audit and assurance purposes, appropriate documentation must be kept to demonstrate compliance with these requirements.

QRA can assist with require further information in relation to the documentation required to determine eligibility.

#### 8.4.5 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 Australian Government funding programs)
- j. animal welfare assistance (including domestic and non-domestic animals), such as fodder dropping operations
- k. costs associated with evacuated companion animals where their owners have made their own emergency accommodation arrangements
- l. clean-up of any natural and non-natural vegetation, including natural banks, waterways, rivers, beaches, forests and undeveloped public land
- m. activities associated with commercial/industrial/business areas (e.g. clean-up of debris, sandbagging of buildings)
- n. clean-up/protection activities of assets of ineligible undertakings
- o. costs associated with preparation of submissions under these Guidelines
- p. aerial surveillance for road restoration inspections.

#### 8.4.6 Purchase of new assets required to undertake 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 \$500).

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 purchase price less the residual/depreciated value at the end of the operational use may be considered eligible.

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

- a. proof of purchase
- b. operational imperative including priority and timeframe necessitating the purchase
- c. evidence of inability to hire from within the local or district area
- d. 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.

### 8.5 Reimbursement requirements

In order to claim reimbursement of costs directly associated with CDO activities, agencies must be able to:

- demonstrate that the extraordinary CDO activities undertaken were intended to alleviate personal hardship and distress, address the immediate emergency needs of individuals and for the protection of the general public
- clearly detail the eligible CDO activities undertaken in response to the eligible disaster
- provide evidence of the eligible extraordinary costs incurred linked to each eligible CDO activity.

Extraordinary costs are the costs that exceed what the agency could reasonably have expected to incur for these purposes. Only the extraordinary CDO costs are considered eligible as supplementary funding, over and above normal budget allocations.

CDO funding submissions require the following details and evidence:

- details of CDO activities undertaken in response to the eligible disaster (what was undertaken, where and why, and actual costs)

- cost linked to an eligible activity and referenced to evidence of expenditure (e.g. cost codes or invoice numbers in the general ledger)
- evidence of expenditure supporting the claimed costs:
  - detailed general ledger or transaction report displaying all expenditure being claimed
  - internal costing/payroll reports for any extraordinary internal plant/payroll costs (timesheets to be available for sampling)
  - resources required (e.g. staff and roles, and when backfilling the reason and details of the officer being backfilled)
  - tax invoices for external expenditure (to be available on request for sampling by QRA and Audit)
  - justification of expenditure.
- other evidence supporting or justifying the activities, e.g. situation reports providing details of event and the state/local government response to the disaster
- 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 a claim.

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

Refer to [Section 19-10 - Record keeping](#) requirements. All applicants must keep an accurate audit trail of all supporting evidence for seven years from the end of the financial year in which the expenditure is lodged to the State, and the claim is acquitted by the Australian Government.

Following completion and review of Submission Forms and supporting evidence, progress to your delegated officer for certification and lodgement.

Submissions may be lodged via the QRA MARS Portal or via email:

- QRA MARS Portal - Log into the MARS portal and follow the steps to create a draft submission, provide details and attach all supporting evidence. Once reviewed and validated progress for certification and lodgement.
- Email - Completed submission form detailing the necessary information above linked to evidence of expenditure. Email the completed form, a scanned certified copy of the form and all supporting evidence to: [submissions@qra.qld.gov.au](mailto:submissions@qra.qld.gov.au), and your QRA Regional Liaison Officer

### 8.5.1 Reimbursement

One hundred per cent (100%) of eligible CDO expenditure (excluding GST) is reimbursed on approval.

Local government trigger points do not apply to the CDO relief measure.

### 8.5.2 Acquittal timeframes

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

## 9 Measures for the Reconstruction of Essential Public Assets

### 9.1 Overview

DRFA or SDRA relief measure	Reconstruction of Essential Public Assets relief measure is only activated under the DRFA Category B.
Activation Trigger	When an eligible disaster causes damage to state or local government eligible essential public assets.  Local Government trigger points - a local government's eligible estimated damage costs must exceed its trigger point to be eligible to activate or claim funding for emergency works or Reconstruction of Essential Public Assets.
Activation requested by	An accountable officer or representative of a state agency or local government where there has been impact to its eligible essential public assets
Activation approved by	Minister for Fire and Emergency Services  Activation of Reconstruction of Essential Public Assets within a local government area also activates: <ul style="list-style-type: none"> <li>• Emergency Works for essential public assets</li> <li>• Immediate Reconstruction Works on essential public assets.</li> </ul>
Eligible applicants	Local governments and state agencies
Administered by	Queensland Reconstruction Authority
More information	Queensland Reconstruction Authority Phone 1800 110 841 or visit <a href="http://www.qra.qld.gov.au">www.qra.qld.gov.au</a>

### 9.2 Assistance available

Reconstruction of Essential Public Assets assistance provides a safety-net to support local governments and state agencies following natural disasters through three relief measures:

**1. Emergency Works** to temporarily repair essential public assets

Reimbursement of the actual eligible costs incurred undertaking eligible emergency works to temporarily repair eligible essential public assets damaged by an eligible disaster, completed within the defined time limit.

**2. Immediate Reconstruction Works** to permanently reconstruct essential public assets

Reimbursement of the actual eligible costs incurred undertaking immediate reconstruction works to permanently reconstruct eligible essential public assets damaged by the eligible disaster to their pre-disaster function, completed within the defined time limit.

**3. Reconstruction of Essential Public Assets** to permanently reconstruct essential public assets

Reimbursement of the actual eligible costs incurred undertaking restoration works to permanently reconstruct eligible essential public assets damaged by the eligible disaster to their pre-disaster function, completed within the defined time limit.

Emergency Works and Immediate Reconstruction Works commence and are completed prior to approval of funding. The eligibility of expenditure related to works should not be a consideration when determining whether to undertake essential works.

Reconstruction of Essential Public Assets can be undertaken following lodgement of a submission with the Queensland Reconstruction Authority.

### 9.2.1 Trigger Points

Trigger points are the financial contributions local governments must make to reconstruction works before they are eligible to receive DRFA funding.

Eligible costs associated with an eligible disaster must exceed a local government's trigger point in order to be able to seek reimbursement for Emergency Works, Immediate Reconstruction Works and Reconstruction of Essential Public Assets funding under the DRFA.

Trigger points apply to each DRFA activated disaster, so local governments may have to contribute numerous times in a financial year.

Each local government is required to contribute 25% of eligible works (including Emergency Works, Immediate Reconstruction Works and Reconstruction of Essential Public Assets) expenditure up to their maximum calculated trigger point level. For example, if a local government trigger point is \$200,000, total eligible expenditure must exceed \$200,000 to be eligible to seek reimbursement. A local government pays 25% of all eligible expenditure for the event or up to the trigger point whichever is the lesser.

Following assessment and approval, one hundred per cent (100%) of eligible expenditure on eligible Emergency Works, Immediate Reconstruction Works and Reconstruction of Essential Public Assets, less the local government trigger point contribution (if applicable), is reimbursed.

Trigger points for local governments are calculated annually, prior to the disaster season. Current trigger points are located at [www.qra.qld.gov.au](http://www.qra.qld.gov.au)

## 9.3 Eligibility

An asset damaged by an eligible disaster must meet the Australian Government's definition of an essential public asset to be eligible for assistance under any of these relief measures.

The DRFA defines an essential public asset as a transport or public infrastructure asset of an eligible undertaking which, the state considers and the Australian Government agrees, is a necessary part of a state's infrastructure and is integral to the normal functioning of a community.

### 9.3.1 Eligible undertakings

An eligible undertaking as a body that is either:

- i) a department or other agency of a state government, or
- ii) established by or under state legislation for public purposes (for example, a local government), and
- iii) in the operation of the asset, provides services free of charge or at a rate that is 50 per cent or less than the cost to provide those services.

This excludes public, commercial or financial undertakings:

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

### 9.3.2 Eligible assets

Assets must meet the Australian Government definition of transport or public infrastructure.

#### Transport Infrastructure

An asset that is an integral part of the State's infrastructure and is associated with transport, including roads and associated infrastructure such as footpaths, bike lanes, pedestrian bridges, bridges, tunnels, culverts and other essential components of the infrastructure (e.g. protection or retaining structures, road furniture and drainage).

Marine transport infrastructure, such as boat ramps, jetties and guidance buoys require case by case assessment and confirmation from the Australian Government, that the assets are integral to the normal functioning of coastal and island communities.

## Public infrastructure

An asset that is an integral part of a State's infrastructure and is associated with health, education, justice or welfare, including public hospitals, public schools, public housing, prisons/correctional facilities, police, fire and emergency services' stations, levees, state or local government offices, stormwater infrastructure and river height monitoring assets used to deliver flood warnings to communities.

Water and waste water infrastructure may be defined as an eligible public asset only when the asset is owned and operated by an eligible undertaken and provides services free of charge or at a rate that is 50 per cent or less than the cost to provide the services.

For assets not listed, QRA must write to the Australian Government seeking approval to treat the asset as an eligible asset for the purposes of reconstruction works under the DRFA.

Eligibility also hinges on whether the essential public asset:

- has been damaged by the eligible disaster, demonstrated by appropriate evidence
- is to be or has been restored to its pre-disaster function and
- is uninsured or insurance is insufficient to cover emergency or permanent reconstruction works.

### 9.3.3 Ineligible assets

The Australian Government considers the following assets ineligible:

- road rest infrastructure
- pedestrian and cycle paths that are not considered to be transport infrastructure
- fire trails
- sporting, recreational or community facilities
- religious establishments
- memorials
- 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
- 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
- river walls and sea walls that are not constructed to directly protect an eligible essential public asset.
- privately owned infrastructure that may be used for emergency services, e.g. jetties or halls.

### 9.3.4 Eligible expenditure

Expenditure is considered eligible when:

- extraordinary costs are incurred that could normally not be absorbed by, or reasonably managed within, the local government or state agency's financial, human and other resource capacity and
- costs are directly associated with the delivery of eligible works on eligible essential public assets that have been damaged by an activated eligible disaster.

Eligible costs must be directly related to delivering eligible works and may include:

- a. local government day labour and plant costs directly associated with delivering its eligible works
- b. extraordinary wages of states agencies (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

- c. contractor 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. local government internal plant and equipment hire and associated operating consumables (fuel, oil, grease, etc.) consumed while undertaking its eligible works
- f. materials used while completing eligible works, such as gravel or sand
- g. hire of additional plant and equipment, and operating associated operating consumables (fuel, oil, grease, 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 (up to the depreciated value of the item). Note: only the depreciated amount is eligible for reimbursement, and thefts must be reported to the Queensland Police Service. The submission for reimbursement must include a Crime Report number, a list of items, depreciation cost at the time of theft and replacement costs. Insurance excess and non-covered items may be eligible for reimbursement.
- j. costs associated with volunteer organisations
- 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 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 must be demonstrated through time spent or hours worked against a series of related restoration or reconstruction projects.

### 9.3.5 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 associated with backfilling a staff member when the agency has claimed the wages relating to the staff member offline undertaking eligible activities
- c. costs the state or local government could reasonably be expected to incur responding to the disaster event (local governments and state agencies 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 overheads
- e. profit margins of an eligible undertaking, including (but not limited to) the applicant's supply or use of plant, labour or materials
- f. costs that are reimbursable under other external funding sources including insurance, e.g. Queensland Government Insurance Fund
- 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, reporting and acquittal of DRFA submissions
- i. investigative techniques (such as destructive testing of a road, falling weight deflectometre, 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 event 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.

### 9.3.6 Purchase of new assets required to undertake eligible works

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 \$500).

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 purchase price less the residual/depreciated value at the end of the operational use may be considered eligible.

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

- evidence that the asset is operationally imperative, including priority and timeframe necessitating the purchase
- evidence of inability to hire from within the local or district area
- 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.

## 9.4 Emergency Works

<p><b>Definition</b></p>	<p>Emergency works are the urgent activities necessary during or following an eligible disaster to temporarily repair an essential public asset to enable it to operate/be operated at an acceptable level of efficiency to support the immediate recovery of a community.</p> <p>Emergency Works take place prior to commencing permanent reconstruction works under the Reconstruction of Essential Public Assets measure or prior to, or at the same time as Immediate Reconstruction Works.</p>
<p><b>Timeframes</b></p>	<p><b>Completion of works:</b> Under the DRFA, Emergency Works must be completed within three months from the impact of the event, or by exception, from when the essential public asset becomes accessible. Information on asset accessibility must be provided to support works undertaken more than three months from the event impact.</p> <p><b>Claiming costs:</b> To meet DRFA requirements, all submissions for eligible Emergency Works are to be lodged to QRA within three months from the end of the financial year in which the works commenced (by 30 September), unless otherwise agreed with QRA.</p> <p>Where eligible works fall across two financial years (i.e. commence late one financial year and are completed early the following financial year) the submission is to include all expenditure for the works completed up to 30 September, and be lodged as soon as practicable as agreed with QRA.</p>

### 9.4.1 Submission requirements

Emergency Works are reimbursed on the actual eligible costs of eligible works.

In order to claim reimbursement of the costs of eligible Emergency Works activities, agencies must provide the following:

- details of the Emergency Works undertaken on eligible essential public assets, including each emergency works activity undertaken
- details of where activities were undertaken, asset names and locations, and descriptions of the event damage to the assets
- the date range works were undertaken, and where required, details of when assets became accessible
- the cost of each activity, referenced to evidence of expenditure (e.g. cost codes or invoice numbers in the general ledger)
- evidence demonstrating the event related damage or impact to eligible essential public assets and the need for the Emergency Works activities claimed. Evidence must be collected after the event and prior to, or while undertaking Emergency Works, and may include:
  - geospatial data, including satellite images
  - visual data, including photographs (JPEG photos including EXIF metadata, including GPS coordinates and time/date taken) or video footage
  - asset inspection report(s) conducted or verified by a suitably qualified professional, with the appropriate level of expertise and experience
  - other evidence, as considered necessary to support the submission
- evidence of expenditure supporting the actual costs being claimed:
  - detailed general ledger or transaction reports displaying all expenditure
  - internal costing/payroll reports for any extraordinary internal plant/payroll costs (timesheets to be available for sampling)
  - resources required (e.g. staff and roles)
  - tax invoices for external expenditure (to be available for sampling)
- other evidence supporting or justifying the activities, e.g. situation reports providing details and the state/local government response to the disaster.

Refer to QRA's website for the Emergency Works Submission Form and assistance on preparing your submission - DRFA *information for applicants* at [www.qra.qld.gov.au](http://www.qra.qld.gov.au).

All amounts claimed by the applicant must be incurred prior to lodging a claim. All works and expenditure lodged for reimbursement must comply with the applicant's applicable procurement processes.

Refer to [Section 19-10 - Record keeping](#) requirements. All applicants must keep an accurate audit trail of all supporting evidence for seven years from the end of the financial year in which the expenditure is lodged to the State and the claim is acquitted by the Australian Government.

Following completion and review of Submission Form and supporting evidence, progress to your authorised officer for certification.

Lodge certified submissions via the QRA MARS Portal or via email:

- QRA MARS Portal -Log into the MARS portal and follow the steps to create a draft submission, provide details and attach all supporting evidence. Once reviewed and validated progress for certification and lodgement.
- Email - Completed submission form detailing the necessary information above linked to supporting evidence of expenditure, damage to eligible assets and the need for Emergency Works. Email the completed form, a scanned certified copy of the form and all supporting evidence to: [submissions@qra.qld.gov.au](mailto:submissions@qra.qld.gov.au), and your QRA Regional Liaison Officer (RLO).

#### 9.4.2 Reimbursement

Local government trigger point contributions apply to the Emergency Works relief measure. This trigger amount can also be applied against Immediate Reconstruction Works and Reconstruction of Essential Public Assets relief measures if these works do not exceed the trigger point.

Following assessment and approval, one hundred per cent (100%) of eligible expenditure on eligible Emergency Works, less the local government trigger point contribution if applicable, is reimbursed.

## 9.5 Immediate Reconstruction Works

Definition	Immediate Reconstruction Works are the works carried out to reconstruct an essential public asset damaged by an eligible disaster to its pre-disaster function, and where no further reconstruction works are required at the damage site.
Timeframes	<ul style="list-style-type: none"> <li>• <b>Completion of works:</b> Under the DRFA, Immediate Reconstruction Works must be completed within three months from the impact of the event, or by exception, from the date when the essential public asset becomes accessible. Information on asset accessibility must be provided to support works undertaken more than three months from the event impact.</li> <li>• <b>Lodging submissions:</b> To meet DRFA requirements, all submissions for eligible Immediate Reconstruction Works are to be lodged to QRA within three months from the end of the financial year in which the works commenced (by 30 September), unless otherwise agreed with QRA.</li> <li>• Where eligible works fall across two financial years (i.e. commence late one financial year and are completed early the following financial year) the submission is to include all expenditure for the works completed up to 30 September, and should be lodged as soon as practicable as agreed with QRA.</li> </ul>

### 9.5.1 Submission requirements

Immediate Reconstruction Works funding submissions require:

- details of the exact location, nature and extent of damage to the asset/s caused by the eligible disaster (GPS coordinates and/or chainages, asset details, treatment, quantities)
- the date range works were undertaken, and where applicable details supporting assets that became accessible outside the three month timeframe
- **post event evidence** demonstrating the event related damage or impact to eligible essential public assets and the Immediate Reconstruction Works claimed. Evidence must be collected after the event and prior to or while undertaking the works, and may include:
  - geospatial data, including satellite images
  - visual data, including photographs (JPEG including EXIF metadata, GPS coordinates and time/date taken) or video footage
  - asset inspection report(s) conducted or verified by a suitably qualified professional, with the appropriate level of expertise and experience
  - other evidence, as considered necessary to support the submission
- **pre-event evidence** of the location, nature and pre-disaster condition of the essential public asset through one or more of the following most appropriate means:

Type of pre-event evidence	Age of evidence
Geospatial data, including satellite images	<ul style="list-style-type: none"> <li>• latest available data but no older than two years before the eligible disaster or for local government essential public assets no older than four years before the eligible disaster)</li> </ul>
Visual data, including photographs or video footage	
Maintenance records	
Asset registers	
Inspection reports – prepared by a suitably qualified professional	<ul style="list-style-type: none"> <li>• undertaken at the time of the damage assessment. As soon as reasonably practicable after the event, and prior to or while undertaking Immediate Reconstruction Works</li> </ul>

- **post completion photographic evidence** (JPEG including EXIF metadata, GPS coordinates and time/date taken) demonstrating the completed works detailed in the submission

- **evidence of expenditure** supporting the actual costs being claimed:
  - detailed general ledger or transaction reports displaying all expenditure being claimed
  - internal costing/payroll reports for any extraordinary internal plant/payroll costs
  - resources required (e.g. staff and roles),
  - tax invoices for external expenditure to be available on request.

Refer to the [QRA website](#) to download an Immediate Reconstruction Works submission form, and DRFA *information for applicants*.

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

All works and expenditure lodged for reimbursement must comply with the applicant's applicable procurement processes.

Refer to [Section 19-10 - Record keeping](#) requirements. All applicants must keep an accurate audit trail of all supporting evidence for seven years from the end of the financial year in which the expenditure is lodged to the State and the claim is acquitted by the Australian Government.

Following completion and review of submission form and supporting evidence, progress to your authorised officer for certification and lodgement via the QRA MARS Portal or via email:

- QRA MARS Portal - Log into the MARS portal and follow the steps to create a draft submission, provide details and attach all supporting evidence. Once reviewed and validated progress for certification and lodgement.
- Email - Completed submission form detailing the necessary information above linked to supporting evidence of expenditure, event damage to eligible assets, and completed works. Email the completed form, a scanned certified copy of the form and all supporting evidence to: [submissions@qra.qld.gov.au](mailto:submissions@qra.qld.gov.au), and your QRA Regional Liaison Officer (RLO).

### 9.5.2 Reimbursement

Local government trigger points apply to Immediate Reconstruction Works. This trigger amount can also be applied against Emergency Works and Reconstruction of Essential Public Assets relief measures if these works do not exceed the trigger point.

Following assessment and approval, one hundred per cent (100%) of eligible expenditure on eligible Immediate Reconstruction Works, less the local government trigger point contribution if applicable, is reimbursed.

## 9.6 Reconstruction of Essential Public Assets

<b>Definition</b>	<p><b>Reconstruction of Essential Public Assets (REPA)</b> refers to the permanent reconstruction works for an essential public asset that has been directly damaged by an eligible disaster.</p> <p>An essential public asset directly damaged by an eligible disaster, or a re-damaged essential public asset may be reconstructed to its pre-disaster function.</p>
<b>Timeframes</b>	<p>All REPA submissions, including awarded market prices, must be lodged with QRA within nine months (by 31 March) following the financial year in which the disaster occurred.</p> <p>Post disaster damage evidence must be collected by the earlier of:</p> <ul style="list-style-type: none"> <li>• within 12 months after the eligible disaster; or</li> <li>• within nine months (by 31 March) following the financial year in which the disaster occurred.</li> </ul> <p>Works must be completed within 24 months after the end of the financial year in which the disaster occurred.</p> <p>Unless otherwise agreed with QRA, final acquittal reports must be lodged with QRA within three months after the end of the financial year (by 30 September) in which the works are completed.</p>

### 9.6.1 Submission requirements

REPA submissions must be lodged to QRA for assessment, approval of eligible scope and establishment of a Recommended Value. Submissions must be lodged using a REPA submission form or within the QRA MARS Portal, be certified by the Accountable Officer, and be supported with information and evidence, including:

- **details of the damaged assets** including asset name, locations (GPS coordinates and/or chainages) nature and extent of damage, and proposed treatments and quantities to restore the damage to the asset
- **pre-disaster evidence** of the location, nature and pre-disaster condition of the essential public asset through one or more of the following most appropriate means:

Type of pre-disaster evidence	Age of evidence
Geospatial data, including satellite images	Latest available data but no older than two years before the eligible disaster; or for local government essential public assets no older than four years before the eligible disaster
Visual data, including photographs or video footage	
Maintenance records	
Asset registers	
Inspection reports – prepared by a suitably qualified professional	<p>Undertaken at the time of the damage assessment. As soon as reasonably practicable, and by the earliest of:</p> <ul style="list-style-type: none"> <li>• within 12 months after the eligible disaster; or</li> <li>• within nine months (by 31 March) following the financial year in which the disaster occurred.</li> </ul>

- **post disaster evidence** of the exact location, nature and extent of damage to an essential public asset through one or more of the following most appropriate means:

Type of post disaster evidence	Age of evidence
Geospatial data, including satellite images	Post disaster damage evidence must be collected as soon as reasonably practicable, and by the earliest of: <ul style="list-style-type: none"> <li>• within 12 months after the eligible disaster; or</li> <li>• within nine months (by 31 March) following the financial year in which the disaster occurred.</li> </ul>
Visual data, including photographs or video footage (JPEG including EXIF metadata, including GPS coordinates and time/date taken)	
Inspection reports – prepared by a suitably qualified professional	

- documentation of the selected treatments and quantities to reconstruct the asset at the identified locations
- nomination of a cost estimation method – either benchmark rates or market price
- additional evidence as required to support the proposed works and scope.

Refer to QRA website to download the REPA Submission Form for the activated event.

Refer to [Section 19-10 - Record keeping](#) requirements. All applicants must keep an accurate audit trail of all supporting evidence for seven years from the end of the financial year in which the expenditure is lodged to the State and the claim is acquitted by the Australian Government.

Following completion and review of the REPA Submission Form and supporting evidence, progress to your authorised officer for certification and lodgement.

Lodge certified submissions via the QRA MARS Portal or via email:

- QRA MARS Portal - Log into the MARS portal and follow the steps to create a draft submission, provide all required details above, and attach all supporting evidence. Once reviewed and validated, progress for certification and lodgement.
- Email - Completed submission form detailing all required information above linked to all supporting evidence, pre and post disaster condition evidence supporting eligible assets. Email the completed form, a scanned certified copy of the form and all supporting evidence to: [submissions@qra.qld.gov.au](mailto:submissions@qra.qld.gov.au), and your QRA Regional Liaison Officer (RLO).

### 9.6.2 Establishing a direct cost estimate

Direct cost estimates for REPA projects must be established through benchmark rate or market price as outlined below:

Benchmark rate	For the purposes of estimating the cost of REPA works, standard treatments and benchmark rates can be utilised. Benchmark rates are established for standard REPA treatments using council or agency specific first principles estimates, and validated using tenders and actual cost information.  Agencies should ensure that all relevant information is provided to QRA to support the development of benchmark rates.
Market price	Market price is the pricing of REPA works by the market for the supply of materials or construction by contractors. In developing market prices, agencies must ensure their applicable procurement processes are followed in accordance with relevant legislative requirements.

### 9.6.3 Approval of a recommended value

The recommended value of a submission will comprise the direct cost estimate for the eligible scope as well as pre-determined percentages accounting for indirect costs, including contingency and project management. If using benchmark rates, escalation will also apply to the indirect cost build-up.

Direct costs		Indirect costs	
Lodged by applicant	Applied by QRA		
Benchmark rate or Market price	Contingency	Project management (inclusive of investigations, design, project management, contract administration)	Escalation

Following assessment and approval, an initial submission advance of 30 per cent (30%) of the recommended value will be made, subject to execution of a Project Funding Agreement, in accordance with the QRA Head Agreement entered into with applicants.

### 9.6.4 Updating the direct cost estimate (market price update)

Where a *market price* has been nominated against the requested scope, lodgement of a submission update is required to adjust the direct cost estimate and the approved recommended value.

Following pricing by the market, a market price update, with the revised direct costs should be lodged with QRA. REPA submission market price updates:

- must include a schedules-of-rates for the awarded contracts in a format compatible with Microsoft Excel
- must include a schedules-of-rates that identifies direct cost items by asset or, if applicable, separable portion of the asset
- must include certification by the accountable officer that applicable procurement processes have been followed
- must be lodged to QRA within nine months (by 31 March) after the end of the financial year of the event.

During assessment, indirect costs will be adjusted by QRA as appropriate to those works priced by the market, including a reduction in contingency and removal of escalation.

#### Actual costs components

Any actual costs incurred for traffic management prior to the commencement of reconstruction works should be included in the submission market price update as an 'other' line-item. Actual costs must be supported with evidence of expenditure. In the exceptional circumstance where holding works are required prior to commencement of reconstruction, consult QRA regarding eligibility. No allowances for contingency or escalation shall be included for/with claimed actual costs.

#### Provisional quantities and items

For general work items within a tender/contract, a limit of accuracy of +/-10% generally applies. Provisional Quantities are utilised to agree a unit rate where there is a likely rise or fall of the quantity beyond the contractual limits of accuracy and what the contractor may then adopt for the unit rate.

Where provisional quantities have been included in a tender, the quantities directly commensurate with the design at the time of assessment, and where representing eligible scope, would be considered eligible. Additional quantities associated with potential latent conditions or design uncertainties would be considered to form part of the contingency.

Provisional items are used where scope may be required that is not certain at time of tender. The work represented by that provisional item may not be required under the contract, and the contractor shall only be entitled to be paid for the item if directed to undertake that work. Limits of accuracy do not apply to provisional items.

Where provisional Items have been included in a tender, the items directly commensurate with the design at the time of assessment, and where representing eligible scope, would be considered eligible. Additional items associated with potential latent conditions or design uncertainties would be considered to form part of the contingency.

### 9.6.5 Progress reporting and progress claims

Mandatory monthly progress reporting is required throughout project delivery, to ensure applicants update QRA on status of reconstruction works, dates and expenditure. Monthly progress reports are prepared in the QRA Progress Report Form and lodged through the MARS Reporting Portal detailing:

- actual expenditure reported against the Recommended Value by asset
- percentage of scope of works completed at asset level and at site level
- project start and finish dates
- any variances in scope, cost or time
- details of complementary works.

Once actual expenditure has exceeded the initial submission advance, applicants can progressively claim expenditure incurred up to 90 per cent of the approved Recommended Value.

Claims for expenditure must be lodged with a progress report, a general ledger or transaction report (or similar financial document produced from the applicant's financial system) demonstrating the actual DRFA expenditure incurred against the Recommended Value of the approved scope of works.

### 9.6.6 Variations to an approved recommended value

Variations to increase the approved cost estimate (Recommended Value) are allowed only in the following special circumstances:

- geotechnical conditions that could not reasonably have been foreseen or investigated in the design period
- previously unidentified indigenous or cultural heritage discoveries
- previously unidentified heritage discoveries
- delays caused by subsequent eligible disaster events
- environmental conditions that could not have reasonably been foreseen (for example: threatened species discovery)
- safety threats that could not reasonably have been foreseen (for example, asbestos discovery)
- critical reduction in water availability that could not reasonably have been foreseen or investigated in the design period.

Details of special circumstances and supporting evidence demonstrating the circumstance and why it could not reasonably have been accounted for at the time of lodging estimates, must be provided.

### 9.6.7 Program Contingency

As part of the Queensland's administration of DRFA, QRA manages a limited program contingency to enable reimbursement of eligible expenditure in instances where:

- actual eligible expenditure exceeds the Recommended Value
- the reason for the variance is not defined as a special circumstance as outlined in Section 9.6.6 above.

To request access to program contingency, applicants are asked to report detailed scope and expenditure information in their monthly progress report.

As the program contingency is limited, access to it may be limited to such time that a likely outcome of the expenditure across the State's program of works is known.

### 9.6.8 Subsequent activated events

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

### **Re-damaged assets where works have 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 function are to be claimed against the subsequent eligible disaster.

The recommended value for the asset in the first event is to be reduced to zero.

### **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, and the re-damage (or additional damage) is not covered by insurance, the cost to restore the asset back to the pre-disaster function is to be claimed across the two events as follows:

1. First eligible disaster – the eligible actual 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 submission time limits. The recommended value for the asset in the first event is to be reduced to the actual expenditure.
2. Subsequent eligible disaster – the eligible cost of works carried out by the agency after the date of impact by the subsequent event is to be lodged under the subsequent event and associated submission time limits.

### **9.6.9 Submission acquittal**

Following completion of REPA works, applicants are required to lodge an acquittal report. Acquittal reports must include:

- final progress report detailing the completed works at both asset and site level
- final actual costs reported against the approved estimated expenditure
- detailed general ledger evidencing the final actual expenditure claimed
- evidence demonstrating the completed works - (JPG including EXIF metadata, GPS coordinates and time/date taken) at 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, is requested.

Following assessment and approval, the final eligible actual expenditure for the completed approved scope of works, submitted and delivered according to required timeframes, less the local government trigger point contribution (if applicable), and where within the Recommended Value of the applicant's program, is reimbursed.

## 10 Disaster Assistance (Small Business) Loans

### 10.1 Overview

DRFA or SDRA relief measure	Disaster Assistance (Small Business) Loans are activated under the DRFA Category B
Activation trigger	Activation of this measure and basis of need is determined by damage assessments conducted by the Department of Employment, Small Business and Training
Activation requested by	Department of Employment, Small Business and Training
Activation approved by	Minister for Fire and Emergency Services
Eligible applicants	Small businesses within the activated area whose assets have been significantly damaged as a direct result of an eligible disaster, and require assistance to continue viable operations
Administered by	Queensland Rural and Industry Development Authority (QRIDA)
Contact	Enquiries regarding this relief measure can be made by contacting QRIDA on 1800 623 946 or <a href="http://www.qrida.qld.gov.au">www.qrida.qld.gov.au</a> .

**Purpose** The Disaster Assistance (Small Business) Loans are designed to assist small businesses whose assets have been significantly damaged as a direct result of an eligible disaster to recover.

**Assistance available** The purpose is to provide concessional loans to owners of small businesses who meet all the following criteria:

1. have suffered significant damage to buildings, plant and equipment, or stock as a direct result of an eligible disaster
2. are unable to repair or replace the damaged assets or return to viable operations from their own resources
3. demonstrate reasonable prospects of re-establishing on a viable basis with the assistance given within in the same local government area.

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

**Timeframe** The time limit for loan applications is advised by QRIDA at the time of activation of this relief measure.

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

**Eligibility** Owners of small businesses located in a DRFA activated area may apply for a concessional interest rate loan.

To be eligible, applicants must:

- be a small business owner who is not a primary producer
- have been established and operating within the activated DRFA area
- have sustained substantial damage to buildings, plant, equipment or stock as a result of an eligible disaster
- 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

- be responsible for the cost of essential repairs and replacement of the damaged assets and as a result has had liquidity severely affected
- be unable to repair or replace the damaged assets, or return to viable operations from their own resources without this assistance
- 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
- be able to demonstrate that the business was viable prior to the disaster and the assistance will ensure it continues to be viable
- continue or re-establish the small business within the same location, or within the same local government area
- have not taken excessive risk in performing their farming operations
- not be in receipt of any other DRFA concessional loans for the same disaster event.

### Conditions

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

### To apply

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 including security.

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

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

Enquiries regarding this relief measure can be made by contacting QRIDA

1800 623 946 or [www.qrida.qld.gov.au](http://www.qrida.qld.gov.au)

# 11 Disaster Assistance (Essential Working Capital) Loans Scheme for Small Business

## 11.1 Overview

DRFA or SDRA relief measure	Disaster Assistance (Essential Working Capital) Loans Scheme for Small Business is activated under the DRFA Category B
Activation trigger	Activation is on the basis of need, determined by assessments conducted by Department of Employment, Small Business and Training
Activation requested by	Department of Employment, Small Business and Training
Activation approved by	Minister for Fire and Emergency Services
Eligible applicants	Small businesses within the activated area that have suffered a significant loss of income as a consequence of an eligible disaster, and require assistance to continue business operations
Administered by	Queensland Rural and Industry Development Authority (QRIDA)
Contact	Enquiries regarding this relief measure can be made by contacting QRIDA on 1800 623 946 or <a href="http://www.qrida.qld.gov.au">www.qrida.qld.gov.au</a>

### Purpose

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 concessional loan for essential working capital required to continue business operations.

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

- paying salaries and wages
- paying creditors
- paying rent or rates buying goods, including for example, fuel or other supplies essential to carry on the small business.

### Timeframe

The time limit for loan applications is advised by QRIDA at the time of activation.

### Maximum amount

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

### 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 DRFA activated area at the time of the eligible disaster
- 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 DRFA concessional loans for the same disaster.

Availability of loans 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.

Loans are not intended to compensate small businesses for losses suffered or used to improve a business's capacity or market share. The loan may not be used to replace existing assets, equipment, or stock.

### Conditions

A maximum repayment term of ten years applies.

Provision of interest only payments for a period of up to two years may be available if the principal and interest are repaid over the balance of the approved term.

### To apply

Loan applications must be made on the appropriate QRIDA form and be accompanied by the documentation stated on the application form. A loan under the scheme must be secured by the following:

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

Contact QRIDA on 1800 623 946 or [www.qrida.qld.gov.au](http://www.qrida.qld.gov.au)

## 12 Disaster Assistance (Primary Producers) Loans

### 12.1 Overview

DRFA or SDRA relief measure	Disaster Assistance (Primary Producers) Loans are activated under DRFA Category B
Activation Trigger	Activation is on the basis of need, determined by assessments conducted by Department of Agriculture and Fisheries
Activation requested by	Department of Agriculture and Fisheries
Activation approved by	Minister for Fire and Emergency Services
Eligible applicants	<p>Primary Producers within the activated area whose assets have been significantly damaged as a direct result of an eligible disaster and who require assistance to repair or replace the damaged assets and return to viable operations.</p> <p>Primary Producers outside the DRFA activated areas can apply for an Individual Disaster Stricken Property (IDSP) Certificate for their property to be assessed for assistance</p>
Administered by	Queensland Rural and Industry Development Authority (QRIDA)
Contact	Enquiries regarding this relief measure can be made by contacting QRIDA on 1800 623 946 or <a href="http://www.qrida.qld.gov.au">www.qrida.qld.gov.au</a>

<b>Purpose</b>	<p>This assistance provides concessional loans to primary producers who meet the following criteria:</p> <ul style="list-style-type: none"> <li>• have assets that have been significantly damaged as a direct result of an eligible disaster <b>and</b></li> <li>• are unable to repair or replace the damaged assets</li> </ul> <p><b>or</b></p> <ul style="list-style-type: none"> <li>• are unable to return to viable operations from their own resources <b>but</b></li> <li>• demonstrate reasonable prospects of re-establishing on a viable basis with the assistance.</li> </ul> <p>The loan must be used for restocking; and/or carry-on requirements including:</p> <ul style="list-style-type: none"> <li>• re-planting, restoring or re-establishing areas affected by an eligible disaster</li> <li>• sustenance</li> <li>• essential property operations</li> <li>• paying rent or rates</li> <li>• costs of repair or replacement of farm buildings.</li> </ul> <p>Loans are not intended to compensate primary producers for losses suffered or encourage primary producers in marginal production areas to increase risks in their farming operations.</p>
<b>Timeframe</b>	The time limit for loan applications is advised by QRIDA at the time of activation.
<b>Maximum amount</b>	The maximum loan amount is \$250,000 for any one eligible disaster for which the DRFA is activated.

## Eligibility

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

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 DRFA 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 eligible disaster
- g. have not taken excessive risk in performing their farming operations
- h. not be in receipt of any other DRFA concessional loans for the same disaster event.

*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.

## Conditions

Repayment

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

## To apply

Loan applications must be made on the appropriate QRIDA application form and be accompanied by the documentation stated on the application form.

A loan must be secured by the following:

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

Contact QRIDA on 1800 623 946 or [www.qrida.qld.gov.au](http://www.qrida.qld.gov.au)

## 13 Disaster Assistance (Essential Working Capital) Loans Scheme for Primary Producers

### 13.1 Overview

DRFA or SDRA relief measure	The Disaster Assistance (Essential Working Capital) Loans Scheme for Primary Producers is activated under the DRFA Category B
Activation trigger	Activation is on the basis of need, determined by assessments conducted by Department of Agriculture and Fisheries
Activation requested by	Department of Agriculture and Fisheries (DAF)
Activation approved by	Minister for Fire and Emergency Services
Eligible applicants	Primary Producers within the activated area who have suffered a significant loss of income as a consequence of an eligible disaster, and require working capital assistance to continue business operations.
Administered by	Queensland Rural and Industry Development Authority (QRIDA)
Contact	Enquiries regarding this relief measure can be made by contacting QRIDA on 1800 623 946 or <a href="http://www.qrida.qld.gov.au">www.qrida.qld.gov.au</a>

**Purpose** This loans scheme 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 concessional loan for essential working capital required to continue business operations.

**Assistance available** The purpose of 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:

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

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

**Timeframe** The time limit for loan applications is advised by QRIDA at the time of activation.

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

## 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. NB: 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 DRFA 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 DRFA concessional loans for the same disaster event.

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.

## Conditions

Repayment

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

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.

## To apply

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.

Contact QRIDA on 1800 623 946 or [www.qrida.qld.gov.au](http://www.qrida.qld.gov.au)

## 14 Freight Subsidies for Primary Producers

### 14.1 Overview

DRFA or SDRA relief measure	Freight Subsidies for Primary Producers are activated under the DRFA Category B
Activation trigger	Activation is on the identification of the need to provide freight subsidies assistance for primary producers.
Activation requested by	Department of Agriculture and Fisheries (DAF)
Activation approved by	Minister for Fire and Emergency Services
Eligible applicants	Primary Producers within the activated area whose assets have been significantly damaged as a direct result of an eligible disaster. <b>NOTE:</b> Primary Producers outside the DRFA activated areas can apply for an <i>Individual Disaster Stricken Property (IDSP) Certificate</i> for their property to be assessed for assistance.
Administered by	Department of Agriculture and Fisheries
Contact	Enquiries regarding this relief measure can be made by contacting Department of Agriculture and Fisheries (DAF). Telephone: 07 3096 6832 or <a href="http://www.daf.qld.gov.au">www.daf.qld.gov.au</a>

<b>Purpose</b>	<p>Eligible primary producers can apply for a freight subsidy to move essential materials such fodder, building and fencing materials and machinery.</p> <p>Dependent on circumstances, concessions could apply for the transporting of:</p> <ol style="list-style-type: none"> <li>emergency fodder for livestock to the primary producer's home property</li> <li>building, fencing materials, machinery and equipment</li> <li>animals purchased for restocking as a result of the disaster</li> </ol>
<b>Timeframe</b>	The time limit for freight subsidy applications is advised by DAF at the time of activation.
<b>Maximum amount</b>	<p>A maximum subsidy ceiling of \$5,000 will apply to each recipient for each DRFA activated disaster.</p> <p>The subsidy rate will not exceed 50%. For road transport, a maximum rate per kilometre may also apply.</p>
<b>Eligibility</b>	Primary producers must have assets that have been significantly damaged as a direct result of an eligible disaster to be eligible for a freight subsidy.
<b>To apply</b>	<p>Applicants should apply to the Department of Agriculture and Fisheries.</p> <p>Applicants are required to complete the required application form for the freight subsidy in accordance with the relevant guidelines.</p> <p>Telephone: 07 3096 6832 or <a href="http://www.daf.qld.gov.au">www.daf.qld.gov.au</a></p>

## 14.2 Administering agency reimbursement requirements

Applications for reimbursement of Freight Subsidies paid to primary producers will require a Freight Subsidies Submission Form, available on request from QRA.

The submission needs to detail:

- breakdown of freight subsidies paid:
  - date/period of subsidy payments
  - breakdown of subsidy payments
  - subsidies paid by activated local government area/geographical area
- evidence of expenditure including
  - source documents supporting expenditure (to be available for sampling)
  - detailed general ledger or transaction reports in editable format to support all claimed expenditure.

All submissions must be certified by the accountable officer.

Note: All amounts claimed must exclude GST and be actual expenditure, paid prior to lodging the submission.

Refer to [Section 19-10 - Record keeping](#) requirements. All applicants must keep an accurate audit trail of all supporting evidence for seven years from the end of the financial year in which the expenditure is lodged to the State and the claim is acquitted by the Australian Government.

Following completion and review of the submission form and supporting evidence, progress to your accountable officer for certification. Lodge submissions via the QRA MARS Portal or via email:

**QRA MARS Portal** Log into the MARS portal and follow the steps to create a draft submission, provide details and attach all supporting evidence. Once reviewed and validated progress for certification and lodgement.

**Email** Completed submission form detailing the necessary information above linked to evidence of expenditure. Email the completed form, a scanned certified copy of the form and all supporting evidence to: [submissions@qra.qld.gov.au](mailto:submissions@qra.qld.gov.au), and your QRA Regional Liaison Officer (RLO).

### 14.2.1 Acquittal timeframe

Claims for reimbursement of expenditure relating to subsidies paid within a financial year to 30 June, must be lodged to QRA within three months from the end of financial year (by 30 September) when the subsidy was paid to the client, for acquittal assessment.

### 14.2.3 Reimbursement

One hundred per cent (100%) of eligible expenditure (excluding GST) is reimbursed on approval.

## 15 Disaster Assistance Loans for Not-for-Profit Organisations

### 15.1 Overview

DRFA or SDRA relief measure	This relief measure is activated under the DRFA Category B
Activation trigger	Activation is on the basis of need, determined by damage assessments conducted by the Department of Communities, Disability Services and Seniors (DCDSS)
Activation requested by	Department of Communities, Disability Services and Seniors
Activation approved by	Minister for Fire and Emergency Services
Eligible applicants	Not-for-profit organisations within the activated area whose assets have been significantly damaged as a direct result of an eligible disaster
Administered by	Queensland Rural and Industry Development Authority (QRIDA)
For activation contact	To activate contact Department of Communities, Disability Services and Seniors at <a href="http://www.communities.qld.gov.au">www.communities.qld.gov.au</a>

**Purpose** The purpose of the assistance is to provide a concessional loan to help not-for-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 for up to one month to replace lost stock and maintain liquidity of the operation. Assistance is not intended to compensate not-for-profit organisations for loss of income.

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

**Maximum amount** The maximum loan amount is \$100,000 for any one eligible disaster for the DRFA is activated.

**Eligibility** To be eligible for assistance the applicant must:

- a. be a not-for-profit organisation
- b. have suffered direct damage as a result of an eligible disaster
- c. have been established and operating in a defined DRFA 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 DRFA concessional loans for the same disaster.

## Conditions

### Repayment

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

### Security

- A loan under the scheme must be secured by a mortgage of land and other assets satisfactory to QRIDA.

## To apply

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.

Contact QRIDA on 1800 623 946 or [www.qrida.qld.gov.au](http://www.qrida.qld.gov.au)

## 16 Essential Working Capital Loans Scheme for Not-for-Profit Organisations

### 16.1 Overview

DRFA or SDRA relief measure	This relief measure is activated under the DRFA Category B
Activation trigger	Activation is on the basis of need, determined by damage assessments conducted Department of Communities, Disability Services and Seniors
Activation requested by	Department of Communities, Disability Services and Seniors
Activation approved by	Minister for Fire and Emergency Services
Eligible applicants	Not-for-profit organisations that have suffered a significant loss of income as a consequence of an eligible disaster, and require loan assistance for <i>essential working capital</i> to continue operations.
Administered by	Queensland Rural and Industry Development Authority (QRIDA)
Contact	Enquiries regarding this relief measure can be made by contacting QRIDA on 1800 623 946 or <a href="http://www.qrida.qld.gov.au">www.qrida.qld.gov.au</a>

**Purpose** The purpose of assistance under this scheme is to assist in meeting the needs of not-for-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 not-for-profit organisation operations for the next 12 months or until the next major income is received, and may include:

- paying salaries and wages
- paying creditors
- paying rent or rates
- buying goods, including for example, fuel essential to carry on the not-for-profit activities

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.

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

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

**Eligibility** To be eligible, applicants must:

- a. be a not-for-profit organisation
- b. have been established and operating within the activated DRFA 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 DRFA 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
- j. have not taken excessive risk in performing their operations
- k. not be in receipt of any other DRFA concessional loans for the same disaster event.

A not-for-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.

## Conditions

Repayment

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

Security

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

## To apply

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.

Contact QRIDA on 1800 623 946 or [www.qrida.qld.gov.au](http://www.qrida.qld.gov.au)

## 17 Community Recovery Package (Category C)

### 17.1 Overview

DRFA or SDRA relief measure	This Category C package is activated only in exceptional circumstances under the DRFA Category C
Activation trigger	Category C assistance measures may be agreed to by the Australian Government when it is demonstrated that a community, region or sector has been severely affected by an eligible disaster and there is a need for additional assistance to aid with its longer term recovery
Activation approved by	Activation of measures under the Category C package is by joint agreement between the Prime Minister and the Premier, and approval by the Prime Minister
Eligible applicants	To support a holistic approach to the recovery of regions, communities or sectors severely affected by an eligible disaster

#### Purpose

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.

#### Assistance available

Assistance measures under the Community Recovery Package may include:

- a. Community Recovery Fund
- b. Special Disaster Assistance Recovery Grants - Small Business and Not-for-Profit Organisations
- c. Special Disaster Assistance Recovery Grants - Primary Producers.

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

## 17.2 Community Recovery Fund

**Purpose** The Community Recovery Fund may be made available where a community is severely affected and needs to restore social networks, community 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.

**Activation** DCDSS will prepare the business case for progression through QRA to the Premier for endorsement. On endorsement, the Business Case will be lodged with the Australian Government for its decision.

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

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

- 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/damaged and
- more than five community activities have ceased and/or been disrupted.

Eligible measures may include, but are not limited to the following:

- 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 not-for-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
- evaluation of the community recovery fund.

Environmental initiatives are ineligible for funding under this measure.

**Contact** Enquiries regarding the Community Recovery Package Category C can be made by contacting the Department of Communities, Disability Services and Seniors regional offices or [www.communities.qld.gov.au](http://www.communities.qld.gov.au), or via the Community Recovery Hotline on 1800 173 349.

### 17.2.1 Administering agency reimbursement requirements

Department of Communities, Disability Services and Seniors (DCDSS) must ensure that its submissions clearly demonstrate that the claim is for both eligible activities delivered in line with the relevant Category C approval by the Australian Government and State, and eligible extraordinary costs associated with those activities.

Submissions will require a submission form, to be released at the time of the Category C package and available on request from [submissions@qra.qld.gov.au](mailto:submissions@qra.qld.gov.au).

Submissions for reimbursement of Category C expenditure will generally require the following information:

- expenditure claimed by grant or account category, start and end dates, and reference numbers to evidence of expenditure or grant in the detailed general ledger or supporting report
- activities undertaken, including roles/responsibilities undertaken by staff
- breakdown of extraordinary wages claimed, payroll report (timesheets to be available on request by QRA for sampling)
- evidence of expenditure claimed, linked to the activities, including:
  - detailed general ledger or transaction report in editable format to support all claimed expenditure
  - source documents (e.g. tax invoices) supporting the claimed expenditure must be available on request for sampling by QRA and audit
  - justification of expenditure as required.

Submissions must be certified by the Accountable Officer on lodgement.

Note: All amounts claimed must exclude GST and be actual expenditure, paid prior to lodging the submission.

All activities and expenditure lodged for reimbursement must also comply with the Department's (DCDSS) financial, purchasing and travel policies and the State procurement guidelines.

Refer to [Section 19.10 - Record keeping](#) requirements. All applicants must keep an accurate audit trail of all supporting evidence for seven years from the end of the financial year in which the expenditure is lodged to the State and the claim is acquitted by the Australian Government.

Following completion and review of the submission form and supporting evidence, progress to your accountable officer for certification.

Lodge certified submissions via the QRA MARS portal or via email:

- QRA MARS Portal - Log into the MARS portal and follow the steps to create a draft submission, provide details and attach all supporting evidence. Once reviewed and validated progress for certification and lodgement.
- Email - Completed submission form detailing the necessary information above linked to evidence of expenditure. Email the completed form, a scanned certified copy of the form and all supporting evidence to: [submissions@qra.qld.gov.au](mailto:submissions@qra.qld.gov.au), and your QRA Regional Liaison Officer (RLO).

### 17.2.2 Reimbursement

One hundred per cent (100%) of eligible expenditure (excluding GST) and up to the capped amount is reimbursed on approval.

### 17.2.3 Acquittal requirements

The cost of all eligible activities completed up to 30 June each year is required to be acquitted to QRA within three months from end of financial year (by 30 September) for assessment.

This requirement includes lodging all expenditure incurred on the eligible works/activities undertaken and completed during the financial year to 30 June, regardless when the invoice was paid.

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

## 17.3 Special Disaster Assistance Recovery Grants - Primary Producers

<b>Purpose</b>	<p>The Special Disaster Assistance Recovery Grants - 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.</p>
<b>Activation</b>	<p>Requested by Department of Agriculture and Fisheries (DAF).</p> <p>Activation of this measure is by a joint agreement of the Prime Minister and the Premier.</p>
<b>Timeframe</b>	<p>The time limit to apply for and finalise grant applications is six months from the date of activation of this relief measure.</p> <p>The timeframe may be extended where necessary based on data collected by DAF and approved by DAF.</p>
<b>Maximum grant amounts</b>	<p>In determining the severity of impact on the region, community or sector, DAF must demonstrate in a Business Case the following impacts:</p> <ul style="list-style-type: none"><li>• Standard recovery grants (up to \$10,000) to a primary producer sector:<ul style="list-style-type: none"><li>– more than 15 per cent of primary producers in the sector are directly affected</li><li>– 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</li><li>– primary producer viability or production in the sector is at risk of disruption beyond the current season.</li></ul></li><li>• Exceptional circumstances recovery grants (i.e. up to \$25,000) to a primary producer sector:<ul style="list-style-type: none"><li>– more than 33 per cent of primary producers in the sector are directly affected,</li><li>– those primary producers affected have incurred losses worth more than 20 per cent of the TGVAP in the sector, and</li><li>– primary producer viability or production in the sector is at risk of disruption beyond the current season.</li></ul></li></ul>
<b>Eligibility criteria</b>	<p>Primary producers may be eligible for recovery grants if they meet all the following criteria:</p> <ul style="list-style-type: none"><li>• derive the majority of their income from and spend the majority of their labour on a primary production enterprise, and have an ABN</li><li>• suffered direct damage as a result of the eligible disaster, which may include damage to farm buildings, crops, pasture, stock, fencing/tools of trade (equipment, plant)</li><li>• are responsible for the cost of repair or replacement of the asset</li><li>• were conducting business in the community, region or sector requested prior to the date of the eligible disaster</li><li>• are intending to re-establish the business in the community, region or sector requested</li><li>• there is no insurance, insurance has been refused, or insurance will not cover these costs.</li></ul>

Eligible expenditure for clean-up and reinstatement 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
  - salvaging crops, grain or feed
  - health maintenance for livestock and poultry
  - purchase of fodder (not covered by other assistance)
  - replacing lost or damaged plants 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 to clean a property or equipment
  - replacement of essential water used for fire fighting
  - water cartage
  - payment for tradespeople to conduct safety inspections
  - essential repairs to buildings or fittings if the repair or replacement is essential to resuming operation of the primary production enterprise.

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

### To apply

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

### 17.3.1 Administering agency reimbursement requirements

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.

Submissions will require a submission form, to be released at the time of the Category C, Australian Government and State approval, and available on request from [submissions@qra.qld.gov.au](mailto:submissions@qra.qld.gov.au).

Submissions for reimbursement of Special Disaster Assistance Grants expenditure will require the following information:

- breakdown of expenditure by grant type, number paid, date period, and activated locations/activated areas
- evidence of expenditure claimed, linked to the grants, including:
  - detailed general ledger or transaction report in editable format to support all claimed expenditure
  - source documents (e.g. tax invoices) supporting the claimed expenditure must be available on request for sampling by QRA and audit

Submissions must be certified by the Accountable Officer on lodgement.

Note: All amounts claimed must exclude GST and be actual expenditure, paid prior to lodging the submission.

Refer to [Section 19.10 - Record keeping](#) requirements. All applicants must keep an accurate audit trail of all supporting evidence for seven years from the end of the financial year in which the expenditure is lodged to the State and the claim is acquitted by the Australian Government.

Following completion and review of the Submission Form and supporting evidence, progress to your accountable officer for certification.

Lodge certified submissions via:

- QRA MARS Portal - Log into the MARS portal and follow the steps to create a draft submission, provide details and attach all supporting evidence. Once reviewed and validated progress for certification and lodgement.
- Email - Completed submission form detailing the necessary information above linked to evidence of expenditure. Email the completed form, a scanned certified copy of the form and all supporting evidence to: [submissions@qra.qld.gov.au](mailto:submissions@qra.qld.gov.au), and your QRA Regional Liaison Officer (RLO).

### 17.3.2 Reimbursement

One hundred per cent (100%) of eligible grants expenditure (excluding GST) is reimbursed on approval.

### 17.3.3 Acquittal requirements

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

## 17.4 Special Disaster Assistance Recovery Grants - Small Business and Not-for-Profit Organisations

<b>Purpose</b>	<p>The Special Disaster Assistance Recovery Grants - Small Business and Not-for-profit Organisations may be made available where the small business and not-for-profit sector is severely affected and the community risks losing essential businesses and not-for-profit organisations. Grants are designed to assist eligible small businesses and not-for-profit organisations cover clean up and reinstatement costs arising out of direct damage caused by an eligible disaster, but not provide compensation for losses. The grant aims to assist businesses and not-for-profit organisations to continue or recommence trading as soon as possible where the impact on the area has been particularly severe.</p>
<b>Activation</b>	<p>Business case prepared by:</p> <ul style="list-style-type: none"><li>- Department of Employment, Small Business and Training (DESBT) – for small businesses and</li><li>- Department of Communities, Disability Services and Seniors (DCDSS) – for Not-for-profit Organisations.</li></ul> <p>Activation of this measure is by a joint agreement between the Prime Minister and the Premier.</p>
<b>Timeframe</b>	<p>The time limit to apply for and finalise grant applications is six months from the date of activation. The timeframe may be extended where necessary based on data collected by DESBT and/or DCDSS and approved by DESBT and/or DCDSS.</p>
<b>Maximum grant amounts</b>	<p>In determining the severity of impact on the region, community or sector, DESBT in conjunction with DCDSS demonstrate the following impacts in a Business Case:</p> <p>Standard recovery grants (i.e. up to \$10,000) to a small business and not-for-profit organisation sector:</p> <ul style="list-style-type: none"><li>- more than 15 per cent of small businesses and not-for-profit organisation in the sector are directly affected</li><li>- average individual small business and not-for-profit organisation losses of at least \$45,000, and</li><li>- the community is at risk of losing essential businesses and not-for-profit organisations as a direct result of the disaster.</li></ul> <p>Exceptional circumstances recovery grants (i.e. up to \$25,000) to a small business or not-for-profit organisation:</p> <ul style="list-style-type: none"><li>- more than 33 per cent of small businesses and not-for-profit organisation in the sector are directly affected</li><li>- average individual small business and not-for-profit organisation losses of at least \$75,000; and</li><li>- the community is at risk of losing essential businesses and not-for-profit organisations as a direct result of the disaster.</li></ul>

**Eligibility criteria** Small businesses and not-for-profit organisations may be eligible for grants if they meet the following four criteria:

1. 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
2. are intending to re-establish in the community, region or sector requested, and
3. were conducting business in the community, region or sector requested prior to and including the date of the eligible event
4. there is no insurance, insurance has been refused, or insurance will not cover these costs.

Eligible expenditure relates only to clean-up and reinstatement costs including:

- 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 buildings and internal fittings if the repair or replacement is essential for resuming operation of the small business or non-profit organisation
  - 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.

**To apply**

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

### 17.4.1 Administering agency reimbursement requirements

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.

Submissions will require a submission form, to be released at the time of the Category C, Australian Government and State approval, and available on request from [submissions@qra.qld.gov.au](mailto:submissions@qra.qld.gov.au).

Submissions for reimbursement of Special Disaster Assistance Grants expenditure will require the following:

- breakdown of expenditure by grant type, number paid, date period, and activated locations/activated areas
- evidence of expenditure claimed, linked to the grants, including:
  - detailed general ledger or transaction report in editable format to support all claimed expenditure
  - source documents (e.g. tax invoices) supporting the claimed expenditure must be available on request for sampling by QRA and audit.

Submissions must be certified by the accountable officer on lodgement. All amounts claimed must exclude GST and be actual expenditure, paid prior to lodging the submission.

Refer to [Section 19.10 - Record keeping](#) requirements. All applicants must keep an accurate audit trail of all supporting evidence for seven years from the end of the financial year in which the expenditure is lodged to the State and the claim is acquitted by the Australian Government.

Following completion and review of the submission form and supporting evidence, progress to your accountable officer for certification.

Lodge certified submissions via the QRA MARS Portal or via email:

- QRA MARS Portal - Log into the MARS portal and follow the steps to create a draft submission, provide details and attach all supporting evidence. Once reviewed and validated progress for certification and lodgement.
- Email - Completed submission form detailing the necessary information above linked to evidence of expenditure. Email the completed form, a scanned certified copy of the form and all supporting evidence to [submissions@qra.qld.gov.au](mailto:submissions@qra.qld.gov.au), and your QRA Regional Liaison Officer (RLO).

### 17.4.2 Reimbursement

One hundred per cent (100%) of eligible grants expenditure (excluding GST) is reimbursed on approval.

### 17.4.3 Acquittal requirements

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

## 18 Extraordinary Special Assistance (Category D)

### 18.1 Overview

<b>DRFA or SDRA relief measure</b>	Extraordinary Special Assistance relief measure is activated under the DRFA Category D
<b>Activation trigger</b>	Activation is by joint agreement between the Prime Minister and the Premier
<b>Activation requested by</b>	Dependent upon the type of assistance
<b>Activation approved by</b>	Activation of measures under the Category D is by a joint agreement between the Prime Minister and the Premier, and approval by the Prime Minister
<b>Eligible applicants</b>	Detailed at the time of approval
<b>Administered by</b>	The administering authority is dependent upon the type of assistance made available
<b>Contact</b>	Enquiries regarding this relief measure can be made by contacting: Queensland Reconstruction Authority on 1800 110 841 or <a href="http://www.qra.qld.gov.au">www.qra.qld.gov.au</a>

**Purpose** 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 DRFA assistance arises. This special relief measure is available under DRFA Category D and is only available in exceptional circumstances.

**Activation request** Activation of measures under Category D is by a joint agreement between the Prime Minister and the Premier, and approval by the Prime Minister. A proposal for Category D assistance should be provided to QRA in the form of a written request, supported by a business case, for progression to the Prime Minister, via the Premier, as soon as practicable following an eligible event.

**Eligibility** Category D assistance relevant to an eligible disaster must:

- be consistent with the purpose of the DRFA
- be approved by the Prime Minister in writing
- meet any terms and conditions imposed by the Australian Government in writing.

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.

## Timeframe

Category D approved activities and/or works must be completed within two years after the end of the financial year of the related eligible disaster.

To meet the DRFA requirements, all approved Category D activities completed up to 30 June each financial year are required to be lodged to QRA for acquittal within three months from end of financial year - by 30 September.

This requirement applies to all expenditure incurred on eligible works/activities undertaken and completed during the financial year, regardless of when the invoice was paid.

Where a Category D approved project is delivered across two financial years, all expenditure for the project is to be lodged for acquittal within three months from the end of the financial year when works are completed.

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

## 18.2 Business cases

Business cases must meet the requirements outlined in the DRFA, including:

- a. the nature of the impact of the eligible disaster
  - i. dates of the eligible disaster
  - ii. natural disaster type and intensity, e.g., Category 5 cyclone, 1 in 100 flood
  - iii. affected locations, including communities/regions
  - iv. the communities that have been affected
  - v. impacts in the following areas e.g.:
    - social – number of fatalities, disruption to essential services
    - built – number of houses damaged/destroyed, damage to transport
    - economic – small business closures, agricultural losses
    - environmental – pollution/contamination, impacts on native habitats
- b. frequency and impacts of natural disasters within affected locations
- c. type and level of assistance already available to support the affected communities /sectors, including other eligible measures under the DRFA
- d. additional assistance measures requested to support the specific recovery needs of the affected communities and sectors, including:
  - i. outline of each additional assistance measure required to support the specific recovery needs of affected communities/sectors
  - ii. evidence demonstrating the specific recovery needs of the affected communities/sectors as a direct result of the eligible disaster
  - iii. detailed information on each additional assistance measure requested, including the intended recovery outcomes, administering state agencies and a detailed breakdown of costs for each additional assistance measure
  - iv. evidence demonstrating that the additional assistance measures requested to support the specific recovery needs of the affected communities and sectors, are consistent with the DRFA
  - v. evidence demonstrating consultation process which has taken place to identify the specific recovery needs of the affected communities and sectors supporting the Category D assistance request.

## 18.3 Administering agency reimbursement process

Submissions will require a submission form, to be released at the time of the Category D Australian Government and State approval, and available on request from [submissions@qra.qld.gov.au](mailto:submissions@qra.qld.gov.au).

Submissions under this relief measure must clearly demonstrate that the claim is for both eligible activities delivered in line with the Australian Government approval and eligible extraordinary costs associated with those activities.

Submissions for reimbursement of Category D expenditure may require the following:

- expenditure claimed by grant or account category, start and end dates, and reference numbers to evidence of expenditure or grant in the detailed general ledger or supporting report
- activities undertaken, including roles/responsibilities undertaken by staff
- breakdown of extraordinary wages claimed, payroll report (timesheets to be available on request by QRA for sampling)
- evidence of expenditure claimed, linked to the activities, including:
  - detailed general ledger or transaction report in editable format to support all claimed expenditure
  - source documents (e.g. tax invoices) supporting the claimed expenditure must be available on request for sampling by QRA and audit
  - justification of expenditure as required

Submissions must be certified by the accountable officer on lodgement.

Note: All amounts claimed must exclude GST and be actual expenditure, paid prior to lodging the submission.

Refer to [Section 19.10 record keeping](#) requirements. All applicants must keep an accurate audit trail of all supporting evidence for seven years from the end of the financial year in which the expenditure is lodged to the State and the claim is acquitted by the Australian Government.

### 18.3.1 Acquittal requirements

To be eligible for reimbursement under the DRFA, all expenditure relating to Category D measures must be lodged to QRA for acquittal by 30 September (within three months from end of financial year when the grant was paid to the client, or approved activities or works were completed).

## 19 Governance

### 19.1 Certification

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

### 19.2 Defined Time Limit

Approved expenditure for eligible disasters 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.

Applicants should also comply with the time limits detailed under the relevant relief measure. Extensions beyond the defined time limit may be requested by applicants in exceptional circumstances through QRA.

### 19.3 Goods and Services Tax (GST)

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

### 19.4 Submission assessment

All submissions are assessed in accordance with these guidelines and the *Financial Accountability Act 2009* and the requirements detailed in these guidelines.

### 19.5 Funding Agreement

It is a requirement that all recipients of QRA funding enter into a Head Agreement with QRA.

Where a recipient is successful in its application for funding, QRA will issue a Project Funding Schedule which, when executed by both parties, will be considered a binding Project Funding Agreement under the terms and conditions of the Head Agreement.

The Project Funding Schedule will detail the terms and conditions specific to the approved funding, including reference to the relevant funding guidelines that govern the program, funding type and amount, key date and milestone schedules, payment claim and reporting requirements.

### 19.6 Insurance

Local governments and state agencies:

- must have adequate capital or access to capital to fund liabilities or infrastructure losses, where possible
- must proactively explore a range of insurance options in the marketplace and assess available options on a cost-benefit basis
- must exhaust all insurance options prior to accessing DRFA
- must claim on any applicable insurance policy, including business continuity, prior to seeking reimbursement under the DFRA.

### 19.7 Progress reporting

All agencies/applicants with active programs are required to provide monthly progress reports on the status of works and expenditure throughout project delivery. Reporting requirements are detailed at Section 19.9.

### 19.8 Ad-hoc reporting

All agencies/applicants must respond to requests for ad-hoc reporting to QRA, as required.

## 19.9 Regular program reporting

Separate to monthly progress reporting on delivery of approved submissions above, all agencies/applicants are required to provide program level reporting to QRA, at regular intervals (up to four times per year), on estimated or actual expenditure in the current financial year and next two financial years related to DRFA and SDRA eligible disasters. Data is to be provided to QRA using a template supplied, within the requested timeframe. This is to facilitate reporting requirements of the Australian Government and Queensland Treasury.

## 19.10 Record Keeping

All agencies must keep an accurate audit trail:

- SDRA records must be available for seven years from the end of the financial year in which the expenditure is acquitted to the State,
- DRFA records must be available for seven years from the end of the financial year the claim is acquitted by the Australian Government.

For assurance purposes, the Australian Government may at any time, via QRA, request documentation from agencies to evidence the State's compliance with any aspect of the DRFA.

This may include, but not be limited to access to project level information, to confirm acquittal in accordance with the principles, conditions, and eligibility of the DRFA or SDRA

## 19.11 Procurement

The procurement of goods or services must be in accordance with the relevant agency's procurement policy. When procuring goods or services local governments must align with the *Local Government Act 2009* and the *Local Government Regulation 2012* and their own procurement policy. State government agencies must comply with the Queensland Procurement Policy.

If expenditure is in breach of the agency/applicant's procurement standards, then reimbursement of these costs are unable to be sought under the DRFA or SDRA.

## 19.12 Assurance Activities

Agencies/applicants 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 estimated reconstruction costs and or value for money assessments
- verification reviews on measures or projects.

## 19.13 Acknowledgment of State or joint State and Australian Government assistance

A prerequisite for assistance under both the DRFA and the SDRA is acknowledgment of the joint Australian Government and State DRFA funding contribution, or the State SDRA funding contribution.

## 19.14 DRFA acknowledgement

To comply with this Australian Government requirement, all public advice and media releases should refer to the relevant assistance as being "*jointly funded by the Australian Government and Queensland Government under the Disaster Recovery Funding Arrangements*".

The Australian Government must be notified in writing where there is an intention to undertake reconstruction of essential public asset projects where an estimated reconstruction cost has been approved (including assets owned by local governments). This notification is undertaken by QRA through quarterly DRFA reporting to the Australian Government.

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

- a. media releases regarding any DRFA assistance measures
- b. essential public asset ceremonies
- c. media events that include reference to DRFA funding or relief measures
- d. plaques and signage at any DRFA funded reconstruction of essential public asset project sites.

Evidence of acknowledgement of joint Australian Government and State funding must be provided to the Australian Government at the time the State lodges a claim. In order to meet this requirement local governments and state agencies must provide QRA with evidence if requested by QRA.

### **19.15 SDRA acknowledgement**

To comply with this requirement, all public advice and media releases should refer to the relevant assistance as being “*funded by the Queensland Government under the State Disaster Relief Arrangements*”.

### **19.16 Further media assistance**

Contact QRA for assistance and approval for any media releases [media@qra.qld.gov.au](mailto:media@qra.qld.gov.au) or phone 1800 110 841.

## 20 APPENDIX 1 - Definitions

Activation	The request and approval process for activation of a relief measure under either the State Disaster Relief Arrangements or the Australian Government Disaster Recovery Arrangements funding assistance due to the effects of a Disaster.
Agency/applicant	Local government, state department or state agencies applying for reimbursement of funding under the DRFA or SDRA.
Assessment	The process of determining eligibility and recommended values for a submission which may occur at Pre-Approval, reporting and acquittal.
Australian Government	The Australian Federal Government.
Backfilling	<ul style="list-style-type: none"> <li>• costs of backfilling state/local government employees who have been seconded to assist with eligible disaster activities</li> <li>• costs of contractors or state/local government employees on a temporary (fixed-term) basis, including costs associated with travel expenses, allowances, accommodation and associated on-costs such as superannuation entitlements, workers compensation.</li> </ul>
Basis for estimate	Either benchmark estimate or market price. Selected for each line item at the time of lodgement of a Reconstruction of Essential Public Asset (REPA) submission form.
Benchmarking	QRA's benchmarking framework used to establish the Direct Cost Estimate for reconstruction of damaged assets claimed under the Reconstruction of Essential Public Assets (REPA) relief measure
Category A Measure	<p>A Category A measure is one or more of the following forms of emergency assistance for individuals:</p> <ol style="list-style-type: none"> <li>a. emergency food, clothing or temporary accommodation</li> <li>b. repair or replacement of essential items of furniture and personal effects</li> <li>c. essential repairs to housing, including temporary repairs and repairs necessary to restore housing to a habitable condition</li> <li>d. demolition or rebuilding to restore housing to a habitable condition</li> <li>e. removal of debris from residential properties to make them safe and habitable</li> <li>f. extraordinary counter disaster operations for the benefit of an affected individual</li> <li>g. personal and financial counselling</li> <li>h. employment of a Community Recovery Officer.</li> </ol>
Category B Measure	<p>One or more of the following forms of assistance:</p> <ol style="list-style-type: none"> <li>a. Counter Disaster Operations for the protection of the general public</li> <li>b. Emergency Works for essential public assets</li> <li>c. Immediate Reconstruction Works for essential public assets</li> </ol>

- d. Essential Public Asset reconstruction works for which the state develops an estimated reconstruction cost in accordance with these arrangements
- e. concessional interest rate loan to small businesses or primary producers whose assets have been significantly damaged as a direct result of an eligible disaster
- f. concessional interest rate loan to a needy individual or not-for-profit organisation whose assets have been significantly damaged as a direct result of an eligible disaster
- g. concessional interest rate loan to a small business, primary producer or a not-for-profit organisation which has suffered a significant loss of income as a direct result of an eligible disaster
- h. interest rate subsidy to small businesses or primary producers whose assets have been significantly damaged as a direct result of an eligible disaster
- i. interest rate subsidy to a needy individual or not-for-profit organisation whose assets have been significantly damaged as a direct result of an eligible disaster
- j. interest rate subsidy to a small business, primary producer or a not-for-profit organisation which has suffered a significant loss of income as a direct result of an eligible disaster
- k. freight subsidy to primary producers whose assets have been significantly damaged
- l. grant to a needy individual or not-for-profit organisation whose assets have been significantly damaged as a direct result of an eligible disaster.

### Category C Measure

A community recovery package that is intended to support a holistic approach to the recovery of regions, communities or sectors severely affected by an eligible disaster, and may comprise of one or more of the following:

- a. a community recovery fund in circumstances where a community is severely affected and needs to restore social networks, community functioning and community facilities. Expenditure from the fund is aimed at community recovery, community development and community capacity building, and is administered by the state in close collaboration with local government or other community bodies.
- b. recovery grants for small businesses and not-for-profit organisations where the business sector is severely affected and the community risks losing essential businesses. Grants are aimed at covering the cost of clean-up and reinstatement, but not at providing compensation for losses.
- c. recovery grants for primary producers where the farming sector is severely affected, with threats to viability and disruption of production likely to extend beyond the current season. Grants are aimed at covering the cost of clean-up and reinstatement, but not at providing compensation for losses

<b>Category D Measure</b>	An act of relief or recovery carried out to alleviate distress or damage in circumstances which are, in the opinion of the Australian Government, exceptional.
<b>Companion Animal</b>	<p>A companion animal includes assistance animals (e.g. guide dogs) and animals normally considered as domestic animals (cat, dog, bird).</p> <p>It does not include 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).</p>
<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 DRFA 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 resource</b>	<p>Resources that:</p> <ol style="list-style-type: none"> <li>are low cost e.g. general stationery</li> <li>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>could not be used for any other purpose after the event e.g. due to contamination</li> <li>were purchased based on a justifiable need and are used and not recovered e.g. fuel, oil.</li> </ol>
<b>Community Recovery Officer</b>	<p>One twelve month full-time equivalent officer per eligible disaster employed by the state to work with affected communities to:</p> <ul style="list-style-type: none"> <li>identify recovery needs</li> <li>assist in accessing relevant information and resources to develop community recovery programs</li> <li>provide community capacity building as required.</li> </ul>
<b>Counter Disaster Operations</b>	<p>This measure is intended to provide assistance to individuals who are under threat from, or who have been directly affected by, an eligible disaster.</p> <p>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 prior to, during or immediately after an eligible disaster.</p>

<p><b>Defined Time Limit</b></p>	<p>Under the DRFA:</p> <ul style="list-style-type: none"> <li>• for Category A and C measures the period of 24 months after the end of the financial year in which the relevant eligible disaster occurred (depending on the nature and severity of the eligible disaster)</li> <li>• for Category B Emergency Works and Immediate Reconstruction Works the period of three months from the time the essential public asset becomes accessible by the state</li> <li>• for Category B Essential Public Asset reconstruction works the period of up to 12 months after the end of the financial year in which the relevant eligible disaster occurred for estimated reconstruction costs to be established</li> <li>• for all other Category B measures the period of 24 months after the end of the financial year in which the relevant eligible disaster occurred, and</li> <li>• for Category D measures requested by a state and agreed to by the Australian Government —such longer period as the Australian Government specifies.</li> </ul> <p>Under the SDRA:</p> <p>for CDO and PHAS the period of 24 months after the end of the financial year in which the relevant eligible disaster occurred.</p>
<p><b>Eligible Disaster</b></p>	<p>A natural disaster or terrorist act for which:</p> <ul style="list-style-type: none"> <li>• a coordinated multi-agency response was required</li> <li>• state expenditure exceeds the small disaster criterion.</li> </ul>
<p><b>Eligible Measure</b></p>	<p>An assistance measure specified in the DRFA, or a cost to the state under the DRFA arrangements or the SDRA.</p>
<p><b>Eligible Undertaking</b></p>	<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 <i>state</i> government, or</li> <li>- established by or under <i>state</i> legislation for public purposes (for example, a local government), and</li> </ul> </li> <li>• in the operation of the asset 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><b>Emergency Works</b></p>	<p>Works that are:</p> <p>Urgent activities necessary following an eligible disaster to temporarily restore an essential public asset to enable it to operate/be operated at an acceptable level of efficiency to support the immediate recovery of a community, and take place:</p> <ul style="list-style-type: none"> <li>• prior to the state commencing essential public asset reconstruction works in accordance with these arrangements, or</li> <li>• prior to or at the same time as immediate reconstruction works and where no essential public asset reconstruction works are required.</li> </ul>

Essential public asset	An eligible essential public asset is an asset which must be a transport or public infrastructure asset of an eligible undertaking which, the state considers and the Australian Government agrees, is a necessary part of a state's infrastructure and is integral to the normal functioning of a community.
Extraordinary Disaster Coordination Centre Costs	Extraordinary Disaster Coordination Centre Costs are the extraordinary costs required to operate a state, district, regional or local disaster coordination centre activated in response to an eligible event. Cost examples may include: <ul 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> </ul>
Extension of Time (EOT)	Where Emergency Works, Immediate Reconstruction Works of Reconstruction of Essential Public Assets works are unable to be completed within the required timeframe or DRFA <i>defined time limit</i> due to exceptional circumstances, applicants may request an Extension of Time to complete eligible works. Requests must provide the exceptional circumstances that gave rise to the non-compliance with the timeframe.
Farm enterprise	An activity listed in Division A of the <i>Australian New Zealand Standard Industrial Classification 2006 (ANZSIC) 1292.0 (Revision 2.0)</i> published by the Australian Bureau of Statistics.
Financial Year	A period of 12 months commencing on 1 July
Habitable	Refers to a residential property being fit for human habitation, possessing basic amenities in working order and not being in substantial disrepair.
Immediate reconstruction works	Immediate reconstruction activities following an eligible disaster to fully reconstruct an essential public asset, and where no essential public asset reconstruction works are required at the site.
Natural Disaster	A natural disaster is one, or a combination of the following rapid onset events: <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</li> <li>• tornado.</li> </ul>

Natural Disaster Mitigation High Level Principles	<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>Mitigation is the action taken to reduce or eliminate long-term risk to natural hazards. Potential mitigation activities are summarised into the following three categories:</p> <ol style="list-style-type: none"> <li>1. <b>Planning and Regulations</b> – activities could include: <ul style="list-style-type: none"> <li>• assessing, documenting and communicating community risks</li> <li>• limiting or prohibiting development in high-risk areas</li> <li>• integrating hazard mitigation into local government planning.</li> </ul> </li> <li>2. <b>Public Infrastructure Projects</b> – activities could include: <ul style="list-style-type: none"> <li>• protection of existing structures</li> <li>• post-disaster mitigation activities</li> <li>• establishing a fund for mitigation activities.</li> </ul> </li> <li>3. <b>Education and Awareness Projects</b> – activities could include: <ul style="list-style-type: none"> <li>• increased hazard and risk education awareness.</li> </ul> </li> </ol>
Natural disaster mitigation	<p>This principle is consistent with good accountability, and provides assurance to communities and the general public of the ongoing commitment of all Australian governments to “safeguard” the well-being of communities through providing effective levels of disaster prevention and protection. 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>
Needy individual	<p>Under the DRFA, an individual who is in urgent and genuine need of financial assistance.</p>
Not-for-profit Organisation	<p>An incorporated charity or not-for-profit entity which is registered with the Australian Charities and Not-for-Profits Commission (ACNC) or an equivalent state regulatory body.</p>
Primary Producer	<p>An individual, partnership, trust or company which:</p> <ul style="list-style-type: none"> <li>• has a right or interest in a farm enterprise, and</li> <li>• contributes a part of his, her or its labour and capital to the enterprise</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 the <i>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).</i></p>
Public infrastructure	<p>An asset that is an integral part of a state’s infrastructure and is associated with health, education, justice or welfare.</p>
Residential Property	<p>A residential property for the purposes of DRFA/SDRA is a house, caravan and/or residential vessel.</p>
Reconstruction	<p>The restoration or replacement of an essential public asset.</p>

Reconstruction of Essential Public Assets	Reconstruction works carried out by the state on an essential public asset directly damaged by an eligible disaster for which an estimated reconstruction cost has been developed.
Small Business	A business, other than a farm enterprise, which employs less than 20 people. That is, the sum total of all standard hours worked by all employees (whether full-time or part-time) is less than the number of standard hours which would be worked by 20 full-time employees, as defined by the Australian Bureau of Statistics. A <i>small business</i> does not include a sole trader small business where 50 per cent or less of the sole trader's income comes from that business.
Small Disaster Criterion	The amount published by the Australian Government from time to time for the purposes of the DRFA, being the amount of \$240,000 as affected by movements in the Consumer Price Index.
State	The State of Queensland
State Expenditure	<p>Total expenditure for <i>eligible disasters</i> within a financial year that a <i>state</i>—or body established by or under <i>state</i> legislation for public purposes (for example, a local government)—has:</p> <ul style="list-style-type: none"> <li>• actually spent on <i>eligible measures</i>, and/or</li> <li>• established as an estimated reconstruction costs.</li> </ul> <p>State expenditure on eligible measures, must be recorded against the financial year in which the expenditure is actually spent, or established as an estimated reconstruction cost by state agencies or relevant bodies, not the year in which the state expends cash, conducts an audit, submits an audited claim to the Australian Government or reimburses its agencies or local governments.</p> <p>For the purposes of recording local government expenditure as state expenditure, a state incurs a liability at the time the local government undertakes an eligible measure or when the state establishes an estimated reconstruction cost, and it is at that point that the liability must be recorded by the state.</p> <p>State expenditure <b>does include:</b></p> <ul style="list-style-type: none"> <li>• the cost to the <i>state</i> of <i>eligible measures</i> in the form of non-monetary assistance (for example, goods, waived revenue, free or subsidised services)</li> <li>• the cost to the <i>state</i> of <i>eligible measures</i> in the form of concessional interest rate loans</li> <li>• certain costs associated with salaries and wages of <i>state budget funded</i> entities or agencies to undertake <i>eligible measures</i> under these <i>arrangements</i>, such as: <ul style="list-style-type: none"> <li>– overtime for <i>state</i> employees, outside of normal working hours</li> <li>– employment costs for temporary (fixed-term) employees or contractors</li> <li>– costs of backfilling <i>state</i> employees who have been seconded to assist with <i>eligible disaster</i> activities</li> <li>– contractors or <i>state</i> employees on a temporary (fixed-term) basis, including costs associated with travel expenses, allowances, accommodation and associated on-costs such as superannuation entitlements, workers compensation.</li> </ul> </li> </ul>

Special Circumstances	<p>Under the DRFA Special Circumstances means the following:</p> <ul style="list-style-type: none"> <li>• geotechnical conditions that could not reasonably have been foreseen or investigated in the design period</li> <li>• previously unidentified indigenous and cultural heritage discoveries</li> <li>• previously unidentified heritage discoveries</li> <li>• delays caused by subsequent <i>eligible disaster</i> events</li> <li>• environmental conditions that could not have reasonably been foreseen (for example: threatened species discovery)</li> <li>• safety threats that could not reasonably have been foreseen (for example: asbestos discovery)</li> <li>• critical reduction in water availability that could not reasonably have been foreseen or investigated in the design period.</li> </ul>
Special Circumstances Time Limit	<p>The period of 24 months after the end of the financial year in which the relevant <i>eligible disaster</i> occurred.</p>
Terrorist act	<p>An action or a series of actions committed in Australia which the <i>Minister</i> has determined is a terrorist act for the purposes of an <i>eligible disaster</i> under these <i>arrangements</i>.</p> <p>Without limiting the matters to which the <i>Minister</i> may have regard in determining whether the action or series of actions is a terrorist act, the <i>Minister</i> may have regard to:</p> <ul style="list-style-type: none"> <li>• the definition of a terrorist act under section 100.1 of the <i>Criminal Code Act 1995</i>, and</li> <li>• if available, the advice of other <i>Australian Government agencies</i>.</li> </ul> <p>In the event of one or more acts, the <i>Minister</i> may determine two or more related acts to be a single terrorist act.</p>
Transport infrastructure	<p>An asset that is an integral part of a state's infrastructure and includes essential public assets associated with roads, road infrastructure (including footpaths, bike lanes, and pedestrian bridges), bridges, tunnels and culverts.</p>
Trigger Points	<p>The local government trigger points for DFRA applies for each event for the Reconstruction of Essential Public Assets (REPA) relief measure, which includes Emergency and Reconstruction Works.</p> <p>Eligible damage must exceed a local government's trigger point in order to be able to seek reimbursement for Emergency Works, Immediate Reconstruction Works and REPA funding under DRFA.</p> <p>Each local government is required to contribute 25% of eligible REPA works (including Emergency Works and Immediate Reconstruction Works) expenditure up to their maximum calculated trigger point level.</p> <p>For example, if a local government trigger point is \$200,000, total eligible expenditure must exceed \$200,000 to be eligible to seek reimbursement. A local government pays 25% of all eligible expenditure for the event or up to the trigger point whichever is the lesser. Indigenous councils and Torres Shire Council have a nil trigger point due to limited revenue sources.</p> <p>Local government trigger points are calculated based on a percentage of net general rates, and are capped at \$2.2 million. Trigger points for each council can be found at <a href="http://www.qra.qld.gov.au">www.qra.qld.gov.au</a></p>

Value for Money	Value for money is a determination of the outcomes of an individual reconstruction project assessed against how it has contributed to the advancement of Government priorities, as well as cost and non-cost factors that include, but are not limited to whole-of-life and transaction costs and fitness for purpose.
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## 21 APPENDIX 2 -Essential Household Contents Grant breakdown

Essential Household Contents Grant - 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</b> (includes crockery, cutlery & kitchen appliances such as fry pans and microwave ovens)	
Household limit	\$105
<b>Bedding</b> (individual adults are only eligible for single bed allowance regardless of the size of their previous bed)	
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</b> (individual adults can only qualify for single bed allowance regardless of size of previous bed)	
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
Non-fixture stove	\$310
Hot water systems (home owners only – not tenants)	\$340
Washing machine	\$310
*Freezers (standalone)	\$310
*Clothes dryer	\$155
*Water pumps (to bring water to the home)	\$365
*Air conditioners	\$310

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

## 22 APPENDIX 3 - Acronyms and abbreviations

CDO	Counter Disaster Operations
CEO	Chief Executive Officer
CRO	Community Recovery Officer
CRRIC	Community Recovery Referral and Information Centres
DAF	Department of Agriculture and Fisheries
DCDSS	Department of Communities, Disability Services and Seniors
DESBT	Department of Employment, Small Business and Training
DHPW	Department of Housing and Public Works
DMA	<i>Disaster Management Act 2003</i>
DRFA	Disaster Recovery Funding Arrangements
ERC	Estimated Reconstruction Cost
EW	Emergency Works
EXIF	Exchangeable Image File
GST	Goods and Services Tax
IDSP	Individual Disaster Stricken Property
IRW	Immediate Reconstruction Works
ITR	Independent Technical Review
MARS	Management and Reporting System
NDRRA	Natural Disaster Relief and Recovery Arrangements
PHAS	Personal Hardship Assistance Scheme
QDMA	Queensland Disaster Management Arrangements
QDRRFA	Queensland Disaster Relief and Recovery Funding Arrangement Guidelines
QFES	Department of Queensland Fire and Emergency Services
QPS	Queensland Police Service
QRA	Queensland Reconstruction Authority
QRIDA	Queensland Rural and Industry Development Authority
REPA	Reconstruction of Essential Public Asset
RLO	Regional Liaison Officer
RV	Recommended Value
SDC	Small Disaster Criterion
SDRA	State Disaster Relief Arrangements
SOC	State Operations Centre



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## For more information

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