

RURAL RESIDENTIAL RECOVERY PROGRAM

FREQUENTLY ASKED QUESTIONS

Can anybody with a Rural Residential Property that's 2 hectares or more apply?

No. You must own property or reside within an eligible suburb, and meet all eligibility criteria, to be considered.

Can I submit an application if my property isn't quite 2 hectares?

No. Rural Residential Property means a property that is a minimum of two (2) hectares, has been zoned by the relevant Local Government as rural residential and is not being operated as a primary production enterprise.

How do I apply?

If you meet all the eligibility criteria, simply complete the Application Form and submit with all necessary supporting documentation to the nominated postal or email address specified on Application Form. Your Invoice(s) and/or Quotation(s) must collectively exceed \$250. The maximum funding assistance available per application is \$10,000 subject to the availability of funding.

Where can I obtain an Application Form?

An Application Form can be obtained from two (2) different sources:

- Forms can be downloaded on this <https://www.qra.qld.gov.au/rural-residential-recovery-program>
- Hard copy forms are available for collection from *Bundaberg, Gladstone, Isaac, Livingstone Shire, Mackay* and *Rockhampton Regional Council branches*, located at the following addresses:

Bundaberg Regional Council	190 Burbong Street, Bundaberg QLD 4670.
Gladstone Regional Council	101 Goondoon Street, Gladstone QLD 4680.
Isaac Regional Council	Cnr Karmoo & Daintree Streets, Clermont QLD 4721.
Livingstone Shire Regional Council	25 Normanby Street, Yeppoon QLD 4703.
Mackay Regional Council	Sir Albert Abbott Administration Building, 73 Gordon Street, Mackay QLD 4740.
Rockhampton Regional Council	City Hall, 232 Bolsover Street, Rockhampton QLD 4700.

I have submitted my Application. When will I hear back?

After your Application Form and supporting documents have been processed, the assessment panel will evaluate your application and contact you regarding the outcome at their earliest convenience. Your application will not be processed unless you have provided all necessary information and supporting documentation. Incomplete, incorrect or unclear applications will be subject to delays in processing and may lead to you missing out on funding assistance.

RURAL RESIDENTIAL RECOVERY PROGRAM

FREQUENTLY ASKED QUESTIONS

I don't have Invoices or proof of payments for my past transactions. Can I still apply?

No. Your application will not be considered if you cannot provide the necessary documentation to verify your claims.

What details must be included within my Tax Invoice(s)?

- The Invoice(s) must be dated from 22 November 2018 onwards.
- All Invoices must be addressed to the applicant.
- Invoices must state the supplier's name, ABN, contact information and the type of work to be undertaken.
- You must also provide a proof of payment document with each Tax Invoice.

What is proof of payment?

A proof of payment document can be a Receipt or screenshot from your online banking clearly showing your name, account number, date, payment amount and Creditor's name.

Can I make a claim based on a Quote?

Yes. Note that if you are successful in receiving funding assistance for a claim based on a Quotation, you must provide a proof of payment document within six (6) months of receiving monies to verify that funds have been expended in accordance with your claims.

What details must be included within my Quotation(s)?

- The Quotation(s) must be dated from 22 November 2018 onwards.
- All Quotation(s) must be addressed to the applicant.
- Quotation(s) must state the supplier's name, ABN and contact information and type of work to be undertaken.

If I mail you my original invoices and receipts, will I get them back?

No. Any hardcopy documents submitted with your application will not be returned. You must retain a copy of all supporting documentation until 31/12/2020.

Can I send in a separate Application to cover different invoices?

No. Only one (1) application can be submitted by one (1) individual for each eligible property. It is important that you have all relevant Invoice(s) for completed paid services, Invoice(s) pending, corresponding Proof of Payment document(s) and/or Quotation(s) submitted within one (1) Application.

Can my local Council complete documents on my behalf and finalise the Application for payment?

No. Regional or Local Councils do not have a role in evaluating an Application. It is the responsibility of the individual submitting the Application to prepare, complete and submit all documents to the nominated email or postal address, as specified on the Application Form.

RURAL RESIDENTIAL RECOVERY PROGRAM

FREQUENTLY ASKED QUESTIONS

What happens if I submit an incomplete application?

If an Application is incomplete or missing information you may be contacted:

- By those assessing your application to address the issue, and asked to provide further documentation as necessary,
- Regarding administrative details that are missing from the Application form, such as inaccurate postcodes or unticked check-boxes,
- Where a technical fault is apparent e.g. a page has scanned incorrectly, text has run off the page or the date range of documents sent is incorrect. You may re-submit the documentation in line with advice from the assessment team,
- You will not be able to make additions to the original intended documents.

Where do I send my Application and supporting documents?

Please submit your completed Application Form and supporting documentation via

- Email to: cqbushfires@redcross.org.au **or**
- Postal mail to: *Emergency Services – CQ Bushfires, PO Box 1822, MILTON QLD 4064*

If application is unsuccessful will I be notified?

Yes. A letter confirming the outcome of the assessment will be sent to applications who are unsuccessful in their applications for funding.

If my application is successful will I be notified and how will reimbursement monies be paid?

Yes. Successful Applicants will be notified by phone. All monies will be transferred direct into the applicants nominated Bank Account and these confidential details will only be obtained at the time of successful notification.

Is there a contact number to call if I need assistance or require further clarification?

- Enquiries can be made to **1800 733 111** (Free call)