



QUEENSLAND RECONSTRUCTION AUTHORITY

# 2021-22 Floodplain Risk Management Program Work Package 3

## Guideline



Australian Government



Queensland  
Government

## Document details

Security classification	Public
Date of review of security classification	September 2022
Authority	Queensland Reconstruction Authority
Document status	Final
Version	1.0
QRA Reference	DOC/22/43760
Date of approval	08 September 2022

## Copyright

This publication is protected by the *Copyright Act 1968*.

© The State of Queensland (Queensland Reconstruction Authority)

## Licence



This work is licensed by State of Queensland (Queensland Reconstruction Authority) under a Creative Commons Attribution (CC BY) 4.0 International licence. To view a copy of this licence, visit: <http://www.creativecommons.org/licenses/by/4.0/>

In essence, you are free to copy, communicate and adapt this publication, as long as you attribute the work to the State of Queensland (Queensland Reconstruction Authority).

## Interpreter



The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding this report, you can access the Translating and Interpreting Services via [www.qld.gov.au/languages](http://www.qld.gov.au/languages) or by phoning 13 14 50.

## Disclaimer

While every care has been taken in preparing this publication, the State of Queensland accepts no responsibility for decisions or actions taken as a result of any data, information, statement or advice, expressed or implied, contained within. To the best of our knowledge, the content was correct at the time of publishing.

## Copies

Copies of this publication are available on our website at [www.qra.qld.gov.au](http://www.qra.qld.gov.au)

Further copies are available upon request to:

Queensland Reconstruction Authority  
 PO Box 15428  
 City East QLD 4002  
 Phone (07) 3008 7200  
[floodteam@qra.qld.gov.au](mailto:floodteam@qra.qld.gov.au)  
[www.qra.qld.gov.au](http://www.qra.qld.gov.au)

## Contact for enquiries:

All enquiries regarding this document should be directed to:

Queensland Reconstruction Authority  
 Email [floodteam@qra.qld.gov.au](mailto:floodteam@qra.qld.gov.au)

## Contents

PART A – OVERVIEW AND OBJECTIVES .....	4
Overview.....	4
Background.....	4
Eligible Councils .....	5
Benefits of the Program .....	5
Scope of the Program .....	6
Project Standards .....	7
Peer Review of Projects.....	7
Creative Commons .....	7
Eligible costs.....	8
Ineligible activities .....	8
Ineligible costs .....	8
PART B – APPLICATION PROCESS .....	1
Application Process .....	1
Key dates.....	1
Progress reporting .....	2
Progress payment claims.....	2
Acquittal.....	3
PART C GOVERNANCE.....	4
Funding Agreement .....	4
Variations.....	4
Procurement .....	4
Record keeping.....	4
Extension of time .....	4
Assurance activities .....	5
Certification.....	5
Good and Services Tax (GST).....	5
Insurance.....	5
Public acknowledgment of joint Australian Government and State Government assistance.....	5
PART D FREQUENTLY ASKED QUESTIONS.....	6

## PART A – OVERVIEW AND OBJECTIVES

This guideline supports eligible Queensland Councils to apply for funding as part of the 2022 Floodplain Risk Management Program (FRMP) - Work Package 3, jointly funded (50:50) by the Queensland and Australian governments under Category D of the Disaster Recovery Funding Arrangements (DRFA).

The Queensland Reconstruction Authority (QRA) is administering agency for this program.

### Overview

The Flood Risk Management Program was developed following the 2021-22 disaster season and applies to 39 local government areas activated under the DRFA. The \$28 million program comprises of three work packages (WP):

**WP1:** Community engagement and education material

**WP2:** LiDAR capture of ground surface and associated datasets

**WP3:** Flood studies, risk assessments, management studies, and flood intelligence systems

A total of \$20 million has been allocated to WP3, of which \$15.25 million will be managed through a grants application process.

WP3 includes the following broad categories of projects:

- Flood studies including data collection
- Flood risk management studies and plans
- Flood warning intelligence systems and plans

### Background

The four (4) flooding events of the 2021-2022 disaster season demonstrated the need to undertake further detailed analysis of all potential sources of flood risks to support vital flood intelligence in preparing for the onset of wide-scale flooding, within the national best practice approach to flood risk management.

All activated councils have some level of flood studies and mapping available to them. However, the events demonstrated the importance that assessments encompass all sources of flooding and take a catchment-wide approach. The events also highlighted the need to convert flood behaviour information to flood intelligence which can support response and recovery efforts.

## Eligible Councils

Funding is available to Councils activated for the following events:

- Central, Southern and Western Queensland Rainfall and Flooding, 10 November - 3 December 2021
- Ex-Tropical Cyclone Seth, 29 December 2021 -10 January 2022
- South East Queensland Rainfall and Flooding, 22 February - 5 April 2022
- Southern Queensland Flooding, 6 May – 20 May 2022.

For a copy of activations, please refer to QRA's activation website:

<https://www.qra.qld.gov.au/disaster-funding-activations/activations>

## Benefits of the Program

In addition to contributing to QRA's responsibilities under the [Queensland Flood Risk Management Framework](#) (QFRMF), the program will result in the following flood risk management benefits:

- Increase capacity and capability within local governments.
- Demonstrate best practice and set expectations for local flood risk management.
- Raise the standard of industry in the delivery of Flood Studies and flood risk management.
- Inform future investment in flood risk management, local planning schemes and disaster management.

## Scope of the Program

The scope of 2022 Floodplain Risk Management Program - Work Package 3 (WP3) is built based on the needs identified by the individual eligible councils.

Table 1 identifies the category types of eligible projects under WP3.

The deliverables for each local authority will be tailored to their needs and their communities and prioritised by risk to ensure outcomes are maximised.

**Table 1:** WP3 categories and sub-categories of eligible projects

<b>Category</b>	<b>Sub-category</b>
Flood Study	New
	Update to previous
Flood Risk Management Assessment and Plan	Flood Risk Management Assessment and/or Plan
	Mitigation Feasibility Assessment
Flood Warning Intelligence	Disaster Dashboard
	Community based Flood Emergency Action Plans
	Total Flood Warning Review
	Preparation of Multiple Agency Flood Operation Response Plan
	Flood Warning Intelligence System
Data Collection to support Flood Risk Definition and Management	Survey of recorded flood marks / debris marks
	Bathymetric survey
	Survey of significant features within the floodplain

Implementation of physical mitigation measures and new infrastructure are not eligible under this program.

It should be noted that Work Package 2 involves the acquisition of LiDAR, and development of floor level databases to be delivered by the Department of Resources in collaboration with QRA.

## Project Standards

Projects under this program are required to be consistent with industry standard and best practice and shall comply with at a minimum the following references where relevant:

- Managing the Floodplain: A Guide to Best Practice in Flood Risk Management in Australia (AIDR, 2017)  
<https://knowledge.aidr.org.au/media/3521/adr-handbook-7.pdf>
- 2019 Australian Rainfall and Runoff: A Guide to Flood Estimation  
<https://arr.qa.gov.au/>
- Queensland Flood Risk Management Framework (QRA, 2021)  
<https://www.qra.qld.gov.au/QFRMF>

All project deliverables will require RPEQ certification of works where appropriate.

## Peer Review of Projects

To ensure successful projects are consistent with industry standard and best practice and provide meaningful information to enhance flood risk management, QRA will manage a peer review process of selected projects.

At the project scoping phase, QRA will provide information regarding the appropriate points for peer review of selected projects to be accommodated within the project program. This will include, but not be limited to at least two points within the project program including a review of draft reporting at least three months prior to project completion. QRA will work with councils to ensure the required information is provided and reviewed in a timely manner.

The peer review will focus on the following project types:

- Flood studies
- Flood risk management assessments and/or plans
- Flood warning intelligence systems and all subcategories.

## Creative Commons

Upon completion of projects, all reporting, research and generated digital datasets are to be made available to the QRA and will be licenced under Creative Commons Attribution (CC BY) 4.0 International licence. To view a copy of this licence, visit:

<http://www.creativecommons.org/licenses/by/4.0/>

## Eligible costs

Eligible costs must be directly associated with the delivery of approved eligible projects/activities.

All projects/activities and expenditure lodged must comply with the applicant's financial, purchasing and travel policies and Queensland Government procurement guidelines. The below list identifies some of the common examples and is not intended to be prescriptive, comprehensive, or exhaustive.

- a. allowances, and costs associated with travel expenses, allowances, and accommodation to undertake eligible activities
- b. contractor costs to undertake specialist services
- c. purchase of consumables and products used in undertaking the eligible activities
- d. local government internal vehicle and equipment hire rates and associated operating consumables (e.g., fuel) consumed while undertaking eligible activities
- e. hire of additional vehicles and equipment, and operating associated operating consumables (e.g., fuel) consumed while undertaking eligible activities
- f. project management costs proportionate with the funding amount sought including remuneration of temporary technical, professional and/or administrative staff for time directly related to scoping and managing delivery of the activities (excludes executive and overhead charges).

## Ineligible activities

Projects must meet the program objectives. Ineligible projects include those that are solely commercial in nature for the applicant or any partner applicant.

## Ineligible costs

The below list identifies some of the more common examples not intended to be covered under this program prescriptive, exhaustive, or comprehensive. Examples of ineligible costs are:

- a. non-specific or un-supported indirect and overhead costs
- b. legal expenses
- c. profit margins of applicant including (but not limited to) the applicant's supply or use of plant, labour, or materials
- d. costs that are reimbursable under other funding sources (e.g.: business continuity and insurance, alternative DRFA relief measures and/or costs recouped through sale of salvaged assets)
- e. costs of works/activities completed prior to the eligible events / outside the eligible timeframes
- f. activities that are commercial in nature for the applicant
- g. activities eligible for reimbursement under other funding sources, e.g.: insurance.

Should an applicant have any specific inquire relating to whether a specific expense can be accommodated under the program, please contact QRA via email to [floodteam@qra.qld.gov.au](mailto:floodteam@qra.qld.gov.au) for clarification.



## PART B – APPLICATION PROCESS

The application process will consist of the following:

- Applications invited
- Councils to provide single Application Form detailing all projects put forward for funding consideration and ranking the priorities within the local government area (LGA)
- QRA to undertake evaluation and prioritisation of projects
- QRA advise Councils of successful projects
- Councils to provide detailed project plan
- QRA administer Grants to Councils.

### Application Process

Application to the fund will be undertaken by each council using the Application Form available at <https://www.qra.qld.gov.au/frmp-2021-22-wp3>

Each council is to provide a single form, containing all projects they wish to submit for consideration. Each project must be assigned a priority by the applicant council.

Following the close of applications, the QRA will evaluate the applications and award the \$15.25 million funding to the successful councils.

Successful councils will then need to submit a detailed project plan for each project.

QRA may also provide technical support such as assistance with the scoping of successful projects on behalf of councils who identify as not having the capacity and capability to undertake and providing ongoing technical support during delivery.

### Key dates

A summary of key dates is provided below:

Item	Date
Applications open	13 September 2022
Applications close	4 November 2022
Applicants notified of funding approval no later than	30 January 2023
Lodgement of Detailed Project Plan	24 February 2023

## Progress reporting

Councils with approved submissions are required to provide monthly and quarterly progress reports on each initiative and approved submission status of scope / works, dates and expenditure. throughout project delivery, including reporting of submissions in development.

Progress reporting is mandatory throughout project delivery, to ensure applicants update QRA on status of scope / works, dates and expenditure.

Approved applicants and delivery agencies are required to create and lodge monthly progress reports through the MARS Portal, within the requested timeframe detailing:

- a. actual expenditure reported against the approved scope/activities and capped amounts
- b. quarterly progress reports outlining achievements and deliverables completed within the reporting period (i.e. against what was identified in the application).
- c. scope / activity percentage completed
- d. project milestones, estimated and actual start and finish dates
- e. reasons for variances in scope /activities, cost or milestones.

## Progress payment claims

Upon project award an initial submission advance payment of 30% of the project funded value will be released to successful Councils.

Further progress payments will be dependent upon receipt and acceptance of the detailed project plan from the Councils.

Once actual expenditure has exceeded the initial submission advance, and applicants have executed the project funding schedule, applicants can progressively claim expenditure incurred up to 90 per cent of the approved capped value.

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

QRA will provide quarterly progress reports to the Australian Government, until completion of all FRM initiatives.

Applicants may also be requested to provide a case study which may be published on QRA's website and social media.

## Acquittal

Acquittal of costs is required to be undertaken following completion of all activities on an individual submission basis.

For the purposes of administration, a completed submission is considered a submission, where all sub projects/activities have been finalised, published and distributed (as required).

All expenditure relating to grants must be lodged to QRA for acquittal assessment within three months from the end of the financial year in which Council completed the activities (i.e. by 30 September).

Acquittal reports must be lodged through the MARS portal and include the following details:

- certification by the Chief Executive Officer, or an equivalent / delegate
- details of activities completed
- actual costs reported against the capped amount
- evidence of final 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, timesheets) supporting the claimed expenditure must be made available upon request

Where a third-party supplier is sub-contracted to deliver works on behalf of Council, Council must obtain and hold all the above information and source documentation from the supplier.

Transaction reports and source documents must support the expenditure incurred in delivering the services by the supplier, not the payments between Council and the supplier. ***Note Council may be requested to supply invoices or timesheets to support any of the costs incurred by the supplier.***

Council is required to centrally hold all progress reports, acquittal reports, detailed general ledgers, and all source documents for no less than seven years from the acquittal of funds by the Commonwealth.

QRA will undertake a final assessment of each project to ensure approved scope is delivered within timeframe, expenditure is eligible and assurance requirements are satisfied.

## PART C GOVERNANCE

The following governance and administrative arrangements will apply to successful projects.

### 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.

### Variations

All variations to a Project Funding Agreement, scope or change in control of a project are to be agreed formally in writing.

Where there are material changes following a project approval, grant recipients must provide QRA with updated project information.

### Procurement

The procurement of goods or services must be in accordance with the applicant'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.

If expenditure is in breach of the applicant's procurement standards, then reimbursement of these costs is unable to be sought under this program.

### Record keeping

All state agencies and local councils must keep an accurate audit trail. 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 state agencies or local councils 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 DRFA.

### Extension of time

An extension of time beyond the detailed eligible timeframes may be requested in exceptional circumstances.

Councils are required to contact QRA via email to [floodteam@gra.qld.gov.au](mailto:floodteam@gra.qld.gov.au) as early as possible, detailing the unforeseen circumstances impacting project completion, the actions taken to minimize the impact, and the adjusted project plan and milestones.

## Assurance activities

Applicants may be required to provide documentation to support any assurance activities. These assurance activities may include, but are not limited to:

- a. audit, site visits or inspections
- b. obtaining relevant documentary evidence to support estimated/actual costs and/or value for money assessments
- c. verification reviews on measures or projects
- d. compliance with legislative and policy requirements.

## Certification

All project documentation, including applications, progress reports and final reports, must be certified by the applicant in line with its delegations.

## Good and Services Tax (GST)

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

## Insurance

Applicants must:

- a. exhaust all insurance options prior to accessing DRFA
- b. claim on any applicable insurance policy, including business continuity, prior to seeking reimbursement under the DRFA.

## Public acknowledgment of joint Australian Government and State Government assistance

Eligible applicants must acknowledge DRFA funding contribution in public materials, which includes but is not limited to:

- a. media releases regarding the approved project
- b. acknowledgement or statements in project publications and materials
- c. events that use or include reference to the approved project

To comply with this requirement, all public advice and media releases should refer to the relevant funding source, as being *“jointly funded by the Australian and Queensland governments under the Disaster Recovery Funding Arrangements”*.

Operational messaging and advice, such as road closures and tender advertisements, are excluded from this requirement.

Contact QRA for assistance and approval for any releases at [media@gra.qld.gov.au](mailto:media@gra.qld.gov.au) or telephone (07) 3008 7200.

## PART D FREQUENTLY ASKED QUESTIONS

### Who administers the 2022 Floodplain Risk Management Program?

The Queensland Reconstruction Authority administers the program.

### How much funding will be available under Work Package 3?

In total, \$15.25 million for Work Package 3 will be made available to Councils via the grants applications process.

### Who is eligible to apply for this funding?

As at 5 September 2022, there are thirty-nine (39) eligible councils activated following the eligible events, these Councils are listed below. For any updates to the activation listings refer to: <https://www.qra.qld.gov.au/disaster-funding-activations/activations>

Balonne Shire Council	Flinders Shire Council	Moreton Bay Regional Council
Banana Shire Council	Fraser Coast Regional Council	Murweh Shire Council
Barcaldine Regional	Gladstone Regional Council	Noosa Shire Council
Barcoo Shire Council	Goondiwindi Regional Council	North Burnett Regional Council
Blackall-Tambo Regional Council	Gympie Regional Council	Redland City Council
Brisbane City Council	Ipswich City Council	Rockhampton Regional Council
Boulia Shire Council	Isaac Regional Council	Scenic Rim Regional Council
Bundaberg Regional Council	Kowanyama Aboriginal Shire Council	Somerset Regional Council
Carpentaria Sire Council	Livingstone Shire Council	South Burnett Regional Council
Central Highlands Regional Council	Lockyer Valley Regional Council	Southern Downs Regional Council
Cherbourg Aboriginal Shire Council	Logan City Council	Sunshine Coast Regional Council
City of Gold Coast	Longreach Regional Council	Toowoomba Regional Council
Diamantina Shire Council	Maranoa regional Council	Western Downs Regional Council

### Why are some Queensland Councils not eligible?

The extra-ordinary DRFA funding is to support recovery and resilience for the 39 councils activated under the following 2021-2022 disaster events:

- Central, Southern and Western Queensland Rainfall and Flooding, 10 November - 3 December 2021
- Ex-Tropical Cyclone Seth, 29 December 2021 -10 January 2022
- South East Queensland Rainfall and Flooding, 22 February - 5 April 2022
- Southern Queensland Flooding, 6 May – 20 May 2022

## What are the key documents for applicants?

Key documents include:

1. 2021-2022 Flood Risk Management Program Work Package 3 Guideline; and
2. 2021-2022 Flood Risk Management Program Work Package 3 Application Form.

## What is the process for applying?

Application for funding will be undertaken by each council using the provided form. Each council is to provide a single form, containing all projects they wish to submit for consideration. Each project must be assigned a priority by the applicant council.

Following the close of the applications, the QRA will evaluate the applications and award the \$15.25 million.

Councils with successful applications will need to submit a more detailed project plan for each project.

## When do Applications close?

Applications are to remain open until 4 November 2022.

## How do applicants apply?

Applicants can apply using the 2021-2022 DRFA Flood Risk Management Work Package 3 Application Form available at <https://www.qra.qld.gov.au/frmp-2021-22-wp3>. Completed applications are submitted via email to [submissions@qra.qld.gov.au](mailto:submissions@qra.qld.gov.au).

## Can applicants outside Queensland apply?

No.

## What types of projects are eligible under the Flood Risk Management Program 2021-22?

Projects are limited to the following categories:

- Flood studies including data collection
- Flood Risk Management studies and plans
- Flood Warning Intelligence Systems and plans

## Are new flood warning assets eligible under this program?

No. Flood Warning assets will not be funded under this program.

## Do I need to, or can I apply for LiDAR collection to support Flood Risk definition or management under this Work Package 3?

No. There is a separate package (Work Package 2) covering the acquisition of LiDAR, and development of floor level databases to be delivered by the Department of Resources in collaboration with QRA.

LiDAR capture will be targeted to specific study areas and will align with identified need for flood study and/or identification of inadequacies of existing LiDAR data sets in any of the following ways:

- insufficient definition
- insufficient accuracy

- insufficient coverage
- age of existing LiDAR datasets

LiDAR and flood level database information acquired under Work Package 2 will be released to applicable councils free of charge.

It is important to note that the WP 3 application form incorporates specific questions on LiDAR data sets available across the proposed project areas. The answers to these questions will assist in alignment of LiDAR acquisition data (under Work Package 2) with identified project needs.

### Is the implementation of structural mitigation measures eligible under this program?

No. Funding is limited to the feasibility assessment of structural mitigation measures.

### Are projects primarily focused on addressing the impact of drought / pandemic considered eligible?

The program has a primary focus of enhancing preparedness, resilience and recovery across the activated Local Government Areas in the context of river, creek and overland flood risk. However, projects that achieve this, as well as addressing the impact of drought/ pandemic, are considered eligible.

### How much funding can each Council get?

There is no cap on funding for each council. However, to inform the order of magnitude of projects, councils should consider that the **\$15.25 million** in funds available under this package is to be distributed across the applicants from the thirty-nine (39) Queensland councils declared in the eligible events of the 2021-2022 season.

### Can I submit more than one project?

Applicants may apply for multiple projects using a single application form for your LGA. Projects need to be prioritized by council as part of the submission.

### How will projects be prioritised within the program?

If an applicant submits multiple projects, the priority given to each project must be identified. This is indicated in the Application Form. Should the funding round be oversubscribed, the QRA may limit assessment to projects assigned with the highest priority within each LGA.

### Can studies extending beyond LGA boundaries be funded?

Yes.

### How will studies extending across LGA boundaries be funded?

The QRA will consider funding of studies across LGA boundaries. Where priority for a catchment study spans more than one council LGA areas then the priority of the project will be increased.



**Is GST to be included in the funding amount sought?**

No. When claiming reimbursement of expenditure, the amount to be lodged must be the GST exclusive actual cost incurred. Depending on an applicant's GST status, QRA may gross up the grant amount to include GST.

**Do applicants need to make a co-contribution to the costs of the project?**

No. There is no fixed or minimum co-contribution, and this can be an in-kind co-contribution. The amount of the applicant's co-contribution and the surety of this co-contribution are considered during the process.

**When do projects need to be completed?**

The current DRFA funding requires projects to be completed by 30 June 2024.

Project acquittal reports are due within three months of the end of the financial year in which the project is completed, i.e.

- for projects completed in the 2022-23 financial year, the project acquittal report is due by 30 September 2023
- for projects completed in the 2023-24 financial year, the project acquittal report is due by 30 September 2024.

**How often are progress updates required?**

Progress reports are required monthly throughout the delivery period until project completion. All reporting requirements are set out in the Project Funding Schedule/Agreement for successful projects.

**What happens if a project ends up costing more than the approved amount?**

Successful applicants are responsible for any expenditure over the approved amount.

**What happens if a project does not deliver all the approved scope?**

Successful applicants need to ensure preparedness, resilience and recovery outcomes are achieved as per the approved scope. Where a project does not deliver all the approved outcomes, then the project funding may be reduced based on the undelivered scope.

**What happens if a project ends up costing less than the approved amount?**

Unspent funds will be returned to the program and may be reallocated to other projects.

**Who decides on the successful projects?**

QRA may consult with relevant agencies and/or partners for review and/or endorsement of projects. The QRA CEO provides final project approval.

**Will there be another round of funding under this program?**

The current round of funding is proposed to be the single round under this program. However, this could be subject to change in the event of under-subscription.

**What happens if the program is over-subscribed?**

In the event of over subscription to this program, projects across the eligible LGA will be prioritised by risk, to ensure outcomes are maximised.

**When will the approved projects be announced?**

Applicants notified of funding approval no later than 30 January 2023

**Where can applicants find more information?**

More information can be found at <https://www.gra.qld.gov.au/frmp-2021-22-wp3>

**What if I need assistance in identification of eligible projects?**

The QRA have dedicated resources available to support Councils limited by capacity or capability to identify suitable projects for assessment under this program. Please contact [floodteam@gra.qld.gov.au](mailto:floodteam@gra.qld.gov.au) if in need of support or have any questions on the program.