

QUEENSLAND DISASTER FUNDING GUIDELINES



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Review of the Guidelines

These Guidelines are reviewed by Queensland Reconstruction Authority (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

Copies of this publication are available on our website at www.qra.qld.gov.au.

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1. Disaster relief and recovery funding arrangements in Queensland

Queensland is the most disaster affected 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 programs:

- **Australian Government 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 councils and state government agencies. The Australian Government DRFA are published at www.disasterassist.gov.au.
- **State Disaster Relief Arrangements (SDRA)**, a wholly state-funded program that may be activated for all hazards and provides 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.

QRA is the lead agency responsible for disaster recovery and resilience policy, with a vision for stronger, safer, resilient Queensland communities.

QRA also works closely with state and local government partners to ensure its support is responsive, relevant, accountable and delivers value for money.

2. About the Guidelines

These *Queensland Disaster Funding Guidelines Version 3– December 2024* (the Guidelines) detail the DRFA and the SDRA assistance 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 Version 3 replace the previous Guidelines Version 2. Refer [Section 2.1.1 – Summary of changes](#)).

The *Queensland Disaster Relief and Recovery (QDRR) Guidelines Version 1 – November 2018*, continue to apply to events between 1 November 2018 and 30 June 2021.

2.1.1 Summary of Guideline updates

Section	Change	Application
	Global update to reflect Queensland Government MOG changes	Global update
	Global update to reflect to reflect QRA Minister portfolio change (Minister for Fire, Disaster Recovery and Volunteers)	Global update
	Global update to reflect department name change (Queensland Fire Department - QFD)	Global update
	Submission requirements for all assistance measures updated to refer to Section 19.1 Certification	Global update
4.3.7	Category C and D - updated eligibility requirement: where the state has incurred expenditure for a measure prior to the Prime Minister's agreement, that expenditure will be ineligible for cost-sharing under the DRFA.	Applies to all events from 21 October 2024
6.7	SAG threshold increased to \$80,000	Applies only to events occurring from 30 January 2023 onwards
	SAG threshold increased to \$50,000	Applies only to events occurring from 10 November 2021 to 29 January 2023
	SAG - Eligibility criteria a) clarified	Clarification - applies to all events
8.3.1	CDO - removed extraordinary vector control based on eligibility clarification from the Commonwealth that vector control is ineligible under Category B and will not be cost shared as a CDO measure	Clarification - applies to all events occurring from 1 July 2024
8.3.6	CDO - Removed reference to dollar figure in relation to low-cost eligibility threshold and included examples	Clarification - applies to all events
9.2.3	CDO - eligibility requirements updated in line with DRFA	Clarification - applies to all events
9.2.4	REPA – Eligible Expenditure - Removed reference to uninsured stolen equipment based on eligibility clarification from the Commonwealth	Clarification - applies to all events occurring from 1 July 2024
9.2.6	CDO - removed reference to dollar figure in relation to low-cost eligibility threshold and included examples	Clarification - applies to all events occurring from 1 July 2024
9.5.5	REPA – Progress payment claim clarification – Applicants may claim progress payments up to 90 per cent of the approved Recommended Value or Estimated Final Cost where the estimated final cost is lower than the Recommended Value.	Clarification - applies to all events
9.5.7	REPA claims for re-damaged assets updated for clarification	Clarification - applies to all events
9.5.8	REPA – Clarification of Submission acquittal requirements	Clarification - applies to all events
12	Disaster Assistance (Primary Producer) Loans updated in line with the Department's website	Consistency with delivery agency's website
17.2	DARG – funding cap updated to reflect enhanced DRFA arrangements as advised by the Commonwealth	Applies to all State requests for Category C grants made to the Commonwealth from 21 October 2024
17.2.1	DARG – updated to provide examples of agency reimbursement requirements	Clarification - applies to all events

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17.3	DARG – funding cap updated to reflect enhanced DRFA arrangements as advised by the Commonwealth	Applies to all state requests for Category C grants made to the Commonwealth from 21 October 2024
18.1	Category C - Administering agency - requests for Extraordinary Assistance updated in line with the Commonwealth lines of recovery	Clarification - applies to all events
18.2	Category D - Administering agency submission requirements clarified	Clarification - applies to all events

2.2 Disaster Recovery Funding Arrangements

The Australian/state government jointly funded DRFA is administered at the Commonwealth level by the National Emergency Management Agency (NEMA). Under the DRFA, four categories of assistance measures are available for activation under an eligible disaster, Categories A and B provide standard assistance and Categories C and D provide additional relief in exceptional circumstances.

In Queensland, QRA administers the DRFA assistance measures on behalf of the Queensland Government. Each of the Categories are activated separately (refer [Section 4 Activation process for DRFA](#)).

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

2.4 Standard funding assistance measures available under these guidelines

The following standard DRFA and SDRA assistance measures are available under these Guidelines:

Assistance to	Assistance measures	DRFA	Category	SDRA	Contact
Individuals	Personal Hardship Assistance Scheme	✓	A	✓	State department responsible for Community Recovery Hotline: 1800 173 349 Website: www.communities.qld.gov.au
	Essential Services Safety and Reconnection Scheme	✓	B		
Small businesses	Disaster Assistance (Small Business) Loans	✓	B		State department responsible for Small Business via Queensland Rural and Industry Development Authority (QRIDA) Telephone: 1800 623 946 Website: www.qrida.qld.gov.au
	Disaster Assistance (Essential Working Capital) Loans Scheme	✓	B		
Primary producers	Disaster Assistance (Primary Producers) Loans	✓	B		State department responsible for Agriculture and Fisheries via Queensland Rural and Industry Development Authority (QRIDA) Telephone: 1800 623 946 Website: www.qrida.qld.gov.au
	Disaster Assistance (Essential Working Capital) Loans Scheme	✓	B		
	Freight Subsidies	✓	B		
Not for profit organisations	Disaster Assistance (Not-for-profit Organisations) Loans	✓	B		State department responsible for Community Recovery via Queensland Rural and Industry Development Authority (QRIDA) Telephone: 1800 623 946 Website: www.qrida.qld.gov.au
	Disaster Assistance (Essential Working Capital) Loans Scheme	✓	B		

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Assistance to	Assistance measures	DRFA	Category	SDRA	Contact
Local governments	Counter Disaster Operations	✓	A/B	✓	Queensland Reconstruction Authority (QRA) Telephone: 1800 110 841 Website: www.qra.qld.gov.au
	Emergency Works for essential public assets	✓	B		
	Immediate Reconstruction Works for essential public assets	✓	B		
	Reconstruction of Essential Public Assets	✓	B		
State government agencies	Counter Disaster Operations	✓	A/B	✓	Queensland Reconstruction Authority (QRA) Telephone: 1800 110 841 Website: www.qra.qld.gov.au
	Emergency Works for essential public assets	✓	B		
	Immediate Reconstruction Works for essential public assets	✓	B		
	Reconstruction of Essential Public Assets	✓	B		

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 following Australian Government principles:

- Australian and/or state government funding 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 supplant, 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 level 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 Australian and state government jointly funded DRFA provides a range of agreed funding assistance 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 the DRFA determines the terms and conditions of assistance under the DRFA, including loans and subsidies. Category C and D measures can only be activated following a written request by the Premier to the Prime Minister and must be approved in writing by the Prime Minister.

All assistance 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
- a terrorist act for which a coordinated multi-agency response was required, and state expenditure exceeds the Australian Government Small Disaster Criterion (SDC).

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

- bushfire
- earthquake
- landslide
- storm
- tornado
- cyclone
- flood
- meteorite strike
- storm surge
- 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:

- drought
- epidemic and pandemics
- events resulting from poor environmental planning, or commercial development, or personal intervention
- frost
- heatwave
- non-natural disasters (excluding terrorist act)
- small natural disasters where eligible state expenditure (on all assistance measures) does not exceed the SDC
- disaster events that do not meet the Australian Government definition of a natural disaster or terrorist act
- 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

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. Local governments and state agencies should make available whatever assistance they deem necessary regardless of whether it is eligible for reimbursement under the DRFA.

4.3.1 Activation of the DRFA

Activation of the DRFA for an event may occur when the following criteria have been met:

1. the local government area/s has been impacted by an eligible disaster (refer [Section 4.2 - Definition of an eligible disaster](#)), and
2. the event has required a coordinated multi-agency response, and
3. local governments and/or state agencies require financial assistance to respond to and recover from the event, and
4. the combined estimated total expenditure in responding to the event exceeds the SDC, currently \$240,000.

Note: The combined estimated total expenditure is based on the sum of all eligible expenditure (actual or estimated) incurred by those Queensland local governments and state agencies responding to the event, less relevant local government's trigger point contribution (refer [Trigger Points](#)).

QRA, on receipt of an activation request, will coordinate with other responding local governments or state agencies to establish the estimated total expenditure (actual or estimated) incurred in responding to the event. Agencies are not required to contact other responding agencies to determine if the SDC will be exceeded.

4.3.2 Activation of category A and B assistance measures

Activation of Category A and B assistance measures can occur where the requesting local government and/or state agency has been impacted by, or responded to an eligible disaster event that has required a coordinated multi-agency response and meets all of the following criteria:

1. activation of the DRFA above, and
2. requires financial assistance to respond to and/or recover from the event, and
3. asset damage estimates exceed its trigger point contribution for Reconstruction of Essential Public Assets (REPA) assistance measures (local government only).

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

4.3.3 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 a local government or stage agency has been impacted by a disaster and is unsure if the disaster meets the eligibility and activation requirements, it is recommended the agency contacts QRA as soon as possible to discuss potential activation.

4.3.4 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 Category A and B assistance measure/s sought
- detail any additional activation criteria necessary to activate a specific assistance 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 and photos.

Local governments and state agencies may request activation of Counter Disaster Operations (CDO) and REPA which automatically activates Emergency Works and Immediate Reconstruction Works. Activation of the remaining Category A and B assistance measures must be requested by the relevant state government agency (refer [Section 4.5.1 Standard assistance \(Categories A and B\) assistance measures and activation criteria](#)).

Approval and activation of Category C and D is dependent upon the type of assistance being requested (refer [Sections 4.5.2 – Special Assistance \(Category C\) - Community Recovery Package](#) and [4.5.3 – Exceptional Circumstance Assistance \(Category D\)](#)).

4.3.5 Requesting activation

Local governments and state agencies can request activation via:

- 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.
- Email and phone call – for urgent requests, call your RLO to commence the activation request process before formally lodging via MARS Portal to provide them authority to lodge an application on behalf of council.

4.3.6 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 SDC will be cumulatively exceeded by all local government and/or state government agencies responding to the event. QRA may seek further information if required to ensure there is adequate evidence 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, approved by the Queensland Minister for Fire, Disaster Recovery and Volunteers.

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

Following each approval, an activation summary detailing the DRFA eligible disaster, the activated local government area/s and the activated assistance measures is:

- distributed to key stakeholders via an email notification
- published at www.qra.qld.gov.au
- published in the MARS Portal for activated agencies.

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 work with Queensland Fire Department’s State Fire Control Centre (SFCC) to confirm a specific fire and is over and above its normal capacity to respond to the event. In extraordinary circumstances, QRA may activate the DRFA for a bushfire event prior to confirmation by the Queensland Fire Department.

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

4.3.7 Activation of Category C and D measures

Following a severe disaster and activation of DRFA Category A and/or B assistance measures, exceptional disaster assistance recovery grants (Category C), a Community Recovery Package (Category C) and exceptional circumstances assistance (Category D) may be considered to support the recovery of the impacted community. These are not automatically activated.

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The State is expected to make requests for Category C measures in the first instance prior to requesting assistance under Category D. In exceptional circumstances, where extraordinary need is identified beyond the measures available under Category C, Category D assistance may be requested.

Activation of Category C and 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 and/or D assistance measure, QRA has overall responsibility to progress and coordinate such requests to the Premier for application to the Prime Minister.

It is important to note that any requests for assistance will not be agreed if the state publicly announces a measure prior to the Prime Minister's agreement.

Where the state has incurred expenditure for a measure prior to the Prime Minister's agreement, that expenditure will be ineligible for cost-sharing under the DRFA.

All Category C and D measures have capped funding limits, including demand-driven programs. Where the state identifies a demand-based measure (i.e. primary producers grants) cannot be delivered within the approved capped funding amount, requests to reallocate funding from another package (within aligned eligible events and targeting the same recovery sector or domain) must be made prior to any actual overspends.

Requests for Category C and D assistance to the Prime Minister must include expenditure forecasting utilising the approved Commonwealth template. The expenditure forecasting may be the state's best estimate at the time of requesting assistance. Requests for Category C or D assistance that do not provide expenditure forecasting will not be agreed. Where the need for Category C or D assistance is identified, please contact your RLO, Recovery and Resilience Officer (RRO) or QRA directly to discuss the potential business case and required information (refer [Section 4.5 – Assistance measures and activation criteria](#)).

4.4 Area defined for receipt of assistance

4.4.1 Standard assistance (Category A and B)

The disaster impacted area considered eligible for receipt of DRFA assistance is approved by the Queensland Minister for Fire, Disaster Recovery and Volunteers and provided as an 'area definition' which includes the geographical boundary, the disaster type, and date range to which activated DRFA assistance measures apply.

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 Exceptional circumstance assistance (Category C and D)

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

IMPORTANT:

The 'activation of the Disaster Recovery Funding Arrangements' by the Minister provides jointly funded Australian/state government 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 Queensland Fire Department 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 local disaster management groups may be used to support the request to activate the DRFA but is not a mandatory requirement.

4.5 Assistance measures and activation criteria

4.5.1 Standard assistance (Categories A and B) assistance measures and activation criteria

Category A and B assistance 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.

In exceptional circumstances, event-specific exceptions can be sought in agreement with Australian and Queensland governments.

Standard assistance 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"> Emergency Hardship Assistance Grant – provides assistance to support people directly impacted by an eligible disaster to meet their immediate essential needs for food, clothing, medical supplies or temporary accommodation. Essential Services Hardship Assistance – provides assistance to support people directly impacted by an eligible disaster to meet their immediate needs where they have experienced the loss of one or more essential services for more than five days. Essential Household Contents Grant – 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. Structural Assistance Grant – 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. 	State department responsible for Community Recovery	State department responsible for Community Recovery 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.	State department responsible for Community Recovery	State department responsible for Community Recovery 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 assistance 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 extraordinary 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	CDO 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	REPA are works undertaken by local governments and state agencies 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. <i>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</i>
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 REPA	As per REPA 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 REPA	As per REPA 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.	State department responsible for Community Recovery	State department responsible for Community Recovery identifies need based on damage assessments and/or 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.	State department responsible for Agriculture and Fisheries	State department responsible for Agriculture and Fisheries identifies need based on damage assessments and/or information gathered.

Standard assistance 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, to re-establish normal operations.	State department responsible for Small Business	State department responsible for Small Business identifies need based on damage assessments and/or 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.	State department responsible for Community Recovery	State department responsible for Community Recovery identifies need based on damage assessments and/or 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.	State department responsible for Agriculture and Fisheries	State department responsible for Agriculture and Fisheries identifies need based on damage assessments and/or 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.	State department responsible for Small Business	State department responsible for Small Business identifies need based on damage assessments and/or 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.	State department responsible for Agriculture and Fisheries	State department responsible for Agriculture and Fisheries identifies need to provide freight subsidies assistance.

4.5.2 Special Assistance (Category C) - Community Recovery Package

Special assistance Category C	Category	Purpose and assistance	Requesting Agency	Activation criteria
Community Recovery Fund	C	<p>Where a community is severely affected and needs to restore social networks, community functioning and community facilities.</p> <p>Event-specific Category C relief, recovery and resilience initiatives are required to alleviate distress and to accelerate the recovery of those communities impacted by the event.</p>	State department responsible for Community Recovery	<p>State department responsible for Community Recovery and relevant state agencies identify severely affected communities and impacted sectors, and that additional assistance is required to assist with the recovery, and the impact meets the Australian Government criteria.</p> <p><i>Note: requires joint agreement between the Prime Minister and Premier</i></p>
Special Disaster Assistance Recovery Grants - Small Business	C	Grants to small business operators who have suffered direct damage caused by an eligible disaster. Grants aim to cover the cost of clean-up and reinstatement, not to provide compensation for losses.	State department responsible for Small Business in conjunction with State department responsible for Community Recovery	<p>State departments responsible for Small Business and Community Recovery identify that additional financial assistance is required to support the recovery of the community from a severe event and the impact meets the Australian Government criteria.</p> <p><i>Note: requires joint agreement between the Prime Minister and Premier</i></p>
Special Disaster Assistance Recovery Grants - Not-for-profit Organisations	C	Grants to not-for-profit organisations who have suffered direct damage caused by an eligible disaster. Grants aim to cover the cost of clean-up and reinstatement, not provide compensation for losses.	State department responsible for Community Recovery	<p>State department responsible for Agriculture and Fisheries identifies that additional financial assistance is required to support the recovery of the community from a severe event and the impact meets the Australian Government criteria.</p> <p><i>Note: requires joint agreement between the Prime Minister and Premier</i></p>
Special Disaster Assistance Recovery Grants - Primary Producers	C	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.	State department responsible for Agriculture and Fisheries	<p>State department responsible for Agriculture and Fisheries identifies that additional financial assistance is required to support the recovery of the community from a severe event and the impact meets the Australian Government criteria.</p> <p><i>Note: requires joint agreement between the Prime Minister and Premier</i></p>

4.5.3 Exceptional Circumstance Assistance (Category D)

Exceptional circumstance assistance - Category D	Category	Purpose and assistance	Requesting Agency	Activation criteria
Extraordinary Special Assistance	D	Category D assistance for initiatives 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.	This funding may be requested to meet the circumstances of the event, and where a gap or need for exceptional special assistance above and beyond the standard suite of DRFA assistance arises. Category D assistance may only be requested in the event where extraordinary recovery needs have been identified that cannot be met by other programs, including Category A, B and C of the DRFA. <i>Note: requires joint agreement between the Prime Minister and Premier</i>

4.6 Acknowledgment of joint Australian Government/state assistance

A prerequisite for all DRFA assistance measures is recognition of the funding contributions of the Australian and state governments.

To comply with this requirement, public advice and media releases should refer to assistance 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.

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 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-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 SDC 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 assistance measures are administered by:

- State department responsible for Community Recovery – Personal Hardship Assistance Scheme (PHAS)
- QRA – Counter Disaster Operations (CDO).

5.3 Assistance available

Two assistance measures are available under the SDRA – PHAS and CDO. Once activated, both are administered in line with the DRFA eligibility requirements.

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.
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.

5.4 Activation of the SDRA and PHAS/CDO assistance measures

The state department responsible for Community Recovery has the sole responsibility to request activation of the SDRA. When Community Recovery confirms 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, Community Recovery can request activation.

If a local government has identified residents experiencing personal hardship as a direct result of the disaster and are seeking activation of the SDRA, they are to advise Community Recovery who will undertake an assessment and request activation if required.

5.4.1 Activation timeframe

The state department responsible for Community Recovery requests activation as soon as possible after the disaster event.

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 the state department responsible for Community Recovery 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 assistance measure for a disaster can only be made by the state department responsible for Community Recovery. CDO is automatically included in the request to activate SDRA, PHAS, and is unable to be activated without a PHAS request.

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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.

Community recovery can request activation via:

- QRA MARS Portal – log into QRA MARS Portal and follow the steps to enter the details necessary to request activation
- Email – for urgent requests, call your RLO to commence the activation request process. A formal activation request must be lodged by email to your RLO (cc DRFA team DRFA@qra.qld.gov.au) to provide your RLO the authority to lodge the activation request in the MARS Portal on your behalf.

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 SDRA requirements.

If QRA determines the disaster meets the SDRA, QRA will progress the SDRA, PHAS/CDO activation request to the Director-General, Department of the Premier and Cabinet (DPC) for approval. The Director-General has the responsibility to approve the activation with QRA providing direct support.

Once the SDRA is activated, notification of the activation, assistance measures activated and area defined for receipt of assistance are distributed via email to key stakeholders and published at www.qra.qld.gov.au.

The addition of local government areas or extensions of the timeframes within this definition are activated based on 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 three 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 state department responsible for Community Recovery and may consist of a number of residential properties, a single suburb, 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, DPC will approve an 'area definition' outlining the geographic boundary, the disaster type and a specific date range to which SDRA assistance measures will apply.

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 DRFA and SDRA arrangements cannot be activated at the same time for the same event.

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 or by phone 1800 110 841.

6. Personal Hardship Assistance Scheme (PHAS)

6.1 Overview

The Personal Hardship Assistance Scheme (PHAS) may be activated under the DRFA Category A or the SDRA	
Activation trigger	Advice from the state department responsible for community recovery 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	Community Recovery
Activation approved by	DRFA – Minister for Fire, Disaster Recovery and Volunteers SDRA – Director-General, DPC
Administered by	State department responsible for Community Recovery
To apply	QGOV (13 74 68) or www.communities.qld.gov.au .

6.2 Purpose

PHAS provides financial assistance to individuals and families directly affected by an eligible disaster who 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 (EHA)
2. Essential Services Hardship Assistance (ESHA)
3. Essential Household Contents Grant (EHCG)
4. Structural Assistance Grant (SAG)

Eligibility criteria specific to each grant are detailed below. Income test criteria apply to the Essential Household Contents Grant and the Structural Assistance Grant (refer [Section 6.8 – Income Test](#)). Other criteria may apply and applicants should contact the state department responsible for Community Recovery 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.

6.4 Emergency Hardship Assistance (EHA) (Category A)

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 responsible for Community Recovery.
Maximum amounts	<ul style="list-style-type: none"> • \$180 for individuals • up to \$900 for families of five or more
Eligibility criteria	<p>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.</p> <p>The following are not grounds for receiving Emergency Hardship Assistance:</p> <ol style="list-style-type: none"> 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 less than five days
To apply	<p>Apply directly to the state department responsible for Community Recovery.</p> <p>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.</p> <p>Contact the Community Recovery Hotline 1800 173 349 or visit www.communities.qld.gov.au</p>

6.5 Essential Services Hardship Assistance (ESHA) (Category A)

Purpose	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, are suffering hardship and are unable to provide for their own recovery from their own resources.
Timeframe	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 responsible for Community Recovery.
Maximum amounts	<ul style="list-style-type: none"> • \$150 for individuals • up to \$750 for families of five (5) or more
Eligibility criteria	<p>Grant payments apply only for loss of essential services described below:</p> <ul style="list-style-type: none"> • 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 • gas, including bottled gas, only when the property is powered by gas only. If there is electricity to the property, then loss of gas alone does not qualify for assistance • water, including water tanks where a property is reliant on tank water, only when alternative water is not being supplied • sewerage, including septic tanks when residents are unable to stay in their home due to health and safety issues. <p>Applicants for this grant are not required to meet income criteria.</p> <p>Applicants are required to provide permission for their details to be cross checked with the relevant service provider.</p> <p>The following circumstances are <i>not</i> grounds for receiving Essential Services Hardship Assistance:</p> <ol style="list-style-type: none"> 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 less than five days
To apply	<p>Apply directly to the State department responsible for Community Recovery.</p> <p>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> <p>Contact the Community Recovery Hotline 1800 173 349 or visit www.communities.qld.gov.au</p>

6.6 Essential Household Contents Grant (EHCG) (Category A)

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 the state department responsible for Community Recovery at the time of release of the assistance.
Maximum grant amount:	<ul style="list-style-type: none"> • \$1,765 for an individual • \$5,300 for couples or families <p>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 Appendix 2 – Essential Household Contents Grant breakdown).</p>
Eligibility criteria	<p>To be eligible for the Essential Household Contents Grant, applicants must:</p> <ol style="list-style-type: none"> 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 the income test criteria (refer Section 6.8 Income test).
To apply	<p>Applicants are required to complete an application form providing all the following:</p> <ul style="list-style-type: none"> • details of damage • proof of identity • proof of income • proof of insurance application outcome (for applicants who have had insurance claims declined). <p>The completed form and associated documentation are to be provided directly to Community Recovery. 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.</p> <p>Contact the Community Recovery Hotline 1800 173 349 or visit www.communities.qld.gov.au</p>

6.7 Structural Assistance Grant (SAG) (Category A)

Purpose	The Structural Assistance Grant is a financial contribution towards the repair of a principal 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 the State department responsible for Community Recovery 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	<ul style="list-style-type: none"> • \$80,000 - for eligible disaster events occurring from 30 January 2023 • \$50,000 - for eligible disaster events occurring from 10 November 2021 to 29 January 2023 • \$10,995 for single adults – for events occurring from 1 July 2021 to November 2021 • \$14,685 for couples or families– for events occurring from 1 July 2021 to November 2021
Eligibility criteria	<p>To be eligible for the Structural Assistance Grant, applicants must meet all the following criteria:</p> <ol style="list-style-type: none"> a) own or have a mortgage on the dwelling that is the subject of the grant application, and the dwelling is within an eligible area affected by the disaster and has sustained structural damage as a result of the disaster 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). <p>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 Community Recovery 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.</p>
To apply	<p>Applicants are required to complete an application form providing all of the following:</p> <ul style="list-style-type: none"> • 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). <p>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.</p> <p>The completed form and associated documentation are to be provided directly to Community Recovery. A home inspection by a representative of Community Recovery 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, Community Recovery 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.</p> <p>Contact the Community Recovery Hotline on 1800 173 349 or visit www.communities.qld.gov.au</p>

6.8 Income test

Income tests apply to applications for:

1. Essential Household Contents Grant
2. Structural Assistance Grant
3. Essential Services Safety and Reconnection Scheme

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 four weeks)
- Centrelink and Veterans Affairs payments
- 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.

Annually, the state department responsible for Community Recovery will review the income limits using the National Rental Affordability Scheme as a base. [Refer to Communities portfolio website for income test limits.](#)

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 and Resilience Officer (CRRO)

Where PHAS has been activated for an eligible disaster, a Queensland state agency (e.g. the state department responsible for Community Recovery and/or QRA) may employ one Community Recovery and Resilience Officer (CRRO) 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 CRRO can provide assistance only in local government areas activated for PHAS under the relevant disaster. A CRRO can be employed for a maximum of 12 months full-time or equivalent (e.g. two CRROs for six months each, or three CRROs for four months each), within the defined time limit for the relevant disaster.

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Where the need for additional CRRO/s, or an extension of the current CRRO/s is identified, QRA may write to the Australian Government requesting approval to employ additional CRROs above the one/s already employed. The state 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 CRRO/s or extension of current CRRO/s.

6.11 Administering agency reimbursement requirements

Applications for reimbursement of PHAS expenditure require a PHAS submission form, available on request from QRA at submissions@qra.qld.gov.au.

In order to claim reimbursement of eligible expenditure and grant dispersals under the DRFA, the administering agency must demonstrate that the submission is for eligible activities and the associated eligible extraordinary costs.

PHAS eligibility requirements align with CDO requirements, detailed under the following sections:

- Eligible expenditure ([Section 8.3.3](#))
- Ineligible expenditure ([Section 8.3.5](#))
- Purchase of new assets required to undertake activities ([Section 8.3.6](#))

The submission must detail:

- expenditure claimed by grant or account category, expenditure start and end dates and reference numbers as 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 such as a payroll report (timesheets to be available on request by QRA for sampling)
- evidence of claimed expenditure, linked to the activities, including:
 - detailed general ledger/transaction report in editable format to support 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.

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 Queensland Government procurement guidelines.

The administering agency 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 by the state (refer [Section 19.9 Record keeping](#)).

Lodge certified submissions via the QRA MARS Portal – log into the MARS Portal and create a draft PHAS submission, provide details and attach all supporting evidence. Once reviewed and validated, progress for certification and lodgement. Refer Section 19.1 Certification.

6.11.1 Acquittal timeframe

The costs of all eligible works or activities undertaken within each financial year (up to 30 June) must be lodged 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 with QRA 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 (ESSRS)

The Essential Services Safety and Reconnection Scheme assistance measure is activated under the DRFA Category B	
Activation trigger	Activated upon advice from the State department responsible for Community Recovery 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	Community Recovery
Activation approved by	Minister for Fire, Disaster Recovery and Volunteers
Administered by	Community Recovery
More information	QGOV (13 74 68) or www.communities.qld.gov.au .
Purpose	<p>The Essential Services Safety and Reconnection Scheme (ESSRS) provides for financial contributions towards repair work including:</p> <ul style="list-style-type: none"> 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) 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>The ESSRS provides financial assistance for a safety inspection for each essential service needing reconnection and repair work to enable essential service reconnection.</p>
Timeframe	Grant application timeframes are advised by Community Recovery 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.
Maximum amounts	<p>The maximum grant amount is \$5,000 per household, comprising:</p> <ul style="list-style-type: none"> Inspection: Up to \$200 towards a safety inspection for each essential service needing reconnection (electricity, gas, water/hot water and sewerage/septic system). Repair: Up to \$4,200 towards repair work needed to reconnect these essential services (for example, electrical rewiring).
Eligibility criteria	<p>To be eligible the applicant must meet all of the following:</p> <ul style="list-style-type: none"> 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 Section 6.8 Income test). <p>Repair of appliances is not eligible.</p> <p>This grant is in addition to the PHAS 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 PHAS.</p>
To apply	<p>Applicants for the ESSRS must apply to Community Recovery. Applications can be delivered to Community Recovery Hubs.</p> <p>Applicants are required to:</p> <ul style="list-style-type: none"> 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 government) that an essential service cannot be reconnected to their home without certification from a suitably qualified person.

Assessment of ESSRS applications requires a home inspection by a representative of Community Recovery, Department of Energy and Public Works (DEPW) or suitably qualified person. If a suitably qualified person undertakes the inspection, written advice must be provided to the local recovery hub or a Community Recovery Regional Office, 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** – Community Recovery 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** – Community Recovery will pay the applicant directly upon receipt of a quote or invoice for completed, approved work.

Contact the Community Recovery Hotline 1800 173 349 or visit www.communities.qld.gov.au

7.1 Administering agency reimbursement requirements

Submissions must clearly demonstrate that the claim is for eligible activities and the associated eligible extraordinary costs.

ESSRS submissions require an ESSRS Submission Form, available on request from 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 an accountable officer on lodgement.

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

The State department responsible for Community Recovery 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 (refer [Section 19.9 Record keeping](#)).

Contact your QRA RLO for assistance.

Lodge certified submissions via QRA MARS Portal – log into the MARS Portal and create a draft submission, provide details and attach all supporting evidence. Once reviewed and validated progress for certification and lodgement. Refer Section 19.1 Certification.

7.1.1 Acquittal timeframe

Expenditure relating to grant payments must be lodged with QRA within three months from the end of financial year when the grant was paid to the client (lodged by 30 September).

7.1.2 Reimbursement

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

8. Counter Disaster Operations (CDO)

Counter Disaster Operations (CDO) can be activated under either the DRFA Categories A and B or the SDRA	
Activation trigger	CDO activities are required in preparation for, or in response to, an eligible disaster in order to provide direct assistance to individuals to reduce personal hardship and distress or for the protection of the general public.
Activation requested by	<ul style="list-style-type: none"> DRFA – An accountable officer in a state agency or local government that has responded to the disaster event SDRA – The State department responsible for Community Recovery
Activation approved by	<ul style="list-style-type: none"> DRFA – Minister for Fire, Disaster Recovery and Volunteers SDRA – Director-General, DPC
Eligible applicants	Local governments and state agencies that meet the DRFA definition of an eligible undertaking and provide CDO
Administered by	QRA
More information	QRA Phone 1800 110 841 or visit www.qra.qld.gov.au

8.1 Purpose

CDO are the activities undertaken by local and state government agencies (agencies) to alleviate personal hardship and distress, address the immediate emergency needs of individuals and for the protection of the general public, immediately before, during and immediately after an eligible disaster.

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

8.2 Assistance available

CDO assistance supports agencies through the reimbursement of actual extraordinary expenditure incurred while undertaking eligible disaster response CDO activities.

8.3 Eligibility

To be eligible to seek reimbursement of CDO expenditure agencies must be able to provide:

- details of the CDO activities undertaken in response to the eligible disaster, and
- evidence of the actual extraordinary expenditure incurred when undertaking those activities.

Not all activities an agency is requested to do or chooses to undertake as part of its disaster response will be eligible under CDO. 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 disasters. This assistance 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 situations 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 assistance 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 - i.e. the CDO activity being undertaken is intended to protect residential properties from an eligible disaster and ensure affected residents can return home.
- 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.
-

8.3.1 Eligible activities

Eligible CDO Category A activities

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Emergency assistance for individuals who have been directly affected by an eligible disaster and are unable to meet their immediate emergency needs.

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

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

Eligible activities include:

- a) clean-up activities inside and immediately outside a home
- b) removal of fallen trees and green waste
- c) removal of event 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.

Eligible CDO activities to provide assistance to individuals who are under threat from, or who have been directly affected by, an eligible disaster include, but are not limited to:

- a) sandbagging and/or the construction of portable temporary levees/flood barriers / to protect residential properties
- b) bushfire response activities to directly assist an individual
- c) search and rescue operations
- d) 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
- e) establishment and operation of evacuation and recovery centres
- f) transportation for individuals who need to travel to emergency accommodation
- g) evacuation of threatened/affected people (including companion animals)
- h) establishment and operation of evacuation facilities for companion animals (limited to while their owners are themselves receiving state or local government assistance, such as residing in an evacuation centre or emergency accommodation)
- i) emergency food and water at evacuation centres
- j) damage assessments on residential properties
- k) establishment, operation and decommission of temporary dumpsites to accommodate eligible debris removed from residential properties
- l) transportation and disposal of eligible debris from residential properties placed on footpath (refer above)
- m) activities to render damaged or threatened houses safe and habitable, such as tree bracing, tarping damaged roofs, structural integrity assessments
- n) residential water safety testing

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- o) cleaning and refilling impacted residential potable water systems (impact by an eligible disaster) to ensure the residential property is safe and habitable
- p) emptying and cleaning residential septic tanks to make them operational
- q) transportation costs associated with resupply to isolated residents/communities in accordance with Queensland Government policy
- r) personal and financial counselling as per [Section 6.9 Personal and financial counselling](#).

Eligible Category B activities

CDO for the protection of the general public. Eligible CDO activities directly related to responding to the event may include, but are not limited to:

- 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) 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

8.3.2 Eligible timeframes

Completion of activities – eligible CDO activities are undertaken immediately before, during and /or immediately after an eligible disaster. The activities must be directly linked to the eligible disaster and are not activities undertaken to prepare for the disaster season.

8.3.3 Eligible expenditure

Expenditure can be considered eligible when:

- expenditure is associated with an eligible CDO activity, and
- expenditure is extraordinary and exceeds the costs the agency could reasonably have expected to incur for these purposes, and
- reimbursement is sought within the eligible acquittal timeframes (refer [Section 8.4.2 – Acquittal timeframes](#)).

Extraordinary eligible expenditure may include:

- a) extraordinary wages (above what would normally be incurred) such as overtime, additional allowances and backfilling (refer [APPENDIX 1 – Definitions](#)), and costs associated with travel expenses, allowances and accommodation
- b) employment costs for temporary employees, contractors and/or consultants, including travel expenses, allowances, accommodation and associated on-costs such as superannuation entitlements and workers compensation
- c) catering
- d) volunteer costs, such as catering, accommodation and travel

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- 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 r) below
- l) operating consumables (fuel, oil, grease etc.) consumed while using internal plant and equipment
- m) operational costs, such as consumables (ropes, sandbags, tarps and 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 [APPENDIX 1 – Definitions](#))
- n) vehicle or equipment repairs (not covered by insurance) and additional servicing required as a direct consequence of undertaking an eligible activity
- o) repair/replacement of equipment/assets damaged while being used to undertake eligible works. Reimbursement of the replacement cost is capped at the depreciation associated with undertaking eligible works or 50 per cent of the replacement price if depreciation is not captured.

Note: depreciation is not applicable where there is no residual value to the equipment following utilisation, e.g. personal protective equipment or uniforms.
- p) restoring assets directly damaged during eligible CDO activities—for example, repairing fencing that was damaged when establishing bushfire containment lines
- q) 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
- r) resupply to residential properties to replace water that has been used for eligible firefighting activities by Queensland Fire Department, Rural Fire Services and/or Queensland Parks and Wildlife Services, or other relevant state agency or local government.

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

8.3.4 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.
- where it can be demonstrated that a particular operational function is directly associated with the delivery of an eligible DRFA assistance measure.

For audit and assurance purposes, appropriate documentation must be kept to demonstrate compliance with these requirements, and provided to QRA prior to funding approval of any coordination centre costs.

8.3.5 Ineligible expenditure

Ineligible expenditure includes, but is not limited to:

- a) costs that would have been incurred if the event had not 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) costs of existing temporary employees, agency staff, contractors and/or consultants working under a contract that was in place prior to the disaster, that would have been incurred if the event had not occurred (extraordinary costs may be eligible)
- 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 (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, excluding companion animals as detailed above
- 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.

8.3.6 Purchase of new assets required to undertake activities

The purchase of new equipment/asset that has a life that extends beyond the life of the event is generally ineligible (excluding purchase of low-cost items such as rakes, shovels etc.).

Where equipment is unable to be hired and must 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 required timeframe, and the cost to transport hire equipment plus hire costs versus local purchase cost
- e) residual value of the purchased asset, including warranty period extending beyond the eligible works or activities.

Hire-to-buy (or rent-to-own) arrangements are considered a purchase of a new asset. The eligible expenditure incurred in such an arrangement is the lesser of:

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- the equivalent hire value (under normal hire arrangements), or
- the incurred cost, minus the depreciated asset value at the conclusion of the eligible works (generally equivalent to the asset register value).

8.4 Reimbursement requirements

For assistance in preparing a submission and to download the CDO Submission Form, go to [Applying for DRFA funding](https://www.qra.qld.gov.au/funding/drfa/applying-drfa-funding) at <https://www.qra.qld.gov.au/funding/drfa/applying-drfa-funding>. Refer 19.1 Certification. To claim reimbursement of costs directly associated with CDO activities, applicants 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 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)
 - Queensland agency corporate card/travel and accommodation report
 - 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 comply with the applicant's financial, purchasing and travel policies and, where applicable, Queensland Government procurement guidelines.

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 (refer [Section 19.9 Record keeping](#)).

Lodge submissions via the QRA MARS Portal – log into the MARS Portal and follow the steps to create a submission, provide all required details above, and attach all supporting evidence. Once reviewed and validated, progress for certification and lodgement.

Contact your QRA RLO for assistance if required.

8.4.1 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 assistance measure.

8.4.2 Acquittal timeframes

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

9. Measures for the Reconstruction of Essential Public Assets (REPA)

Reconstruction of Essential Public Asset (REPA) assistance measures are 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 apply for DRFA REPA, Emergency Works or Immediate Reconstruction Works.
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, Disaster Recovery and Volunteers An activation of REPA within a local government area also activates: <ul style="list-style-type: none"> • Emergency Works for essential public assets • Immediate Reconstruction Works on essential public assets.
Eligible applicants	Local governments and state agencies that meet the DRFA definition of an eligible undertaking
Administered by	QRA
More information	QRA Phone 1800 110 841 or visit www.qra.qld.gov.au

9.1 Assistance available

REPA assistance provides a safety-net to support local governments and state agencies following eligible disasters through three assistance measures:

1. **Emergency Works** to temporarily repair an essential public asset to enable safe operation
2. Reimbursement of the eligible costs incurred undertaking eligible Emergency Works to temporarily restore an eligible essential public asset damaged by an eligible disaster or undertake minor activities such as desilting or debris removal to enable it to operate/be operated at an acceptable level of efficiency, completed within the defined time limit
3. **Immediate Reconstruction Works** to permanently reconstruct essential public assets
4. 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.
5. **Reconstruction of Essential Public Assets** to permanently reconstruct essential public assets
6. 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 are commenced and 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.

REPA can be undertaken following lodgement of a submission with QRA. REPA works can commence prior to receiving approval of funding by QRA.

9.1.1 Trigger points

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

Trigger points apply to each DRFA activated disaster, so local governments may have to contribute numerous times in a financial year. A local government's eligible expenditure for Emergency Works, Immediate Reconstruction Works and REPA works, for each eligible disaster must exceed its trigger point in order to be able to claim reimbursement under the DRFA. Once this is met, a local government (LG) contributes 25 per cent of its eligible expenditure, up to its trigger point contribution, whichever is the lesser.

Examples:

LG trigger point (per disaster)	Total eligible REPA expenditure incurred	REPA expenditure claimable?	LG trigger point contribution	Comment
\$240,000	\$400,000	Yes	\$100,000	LG contributes 25% of its eligible expenditure only—the lesser of its trigger point and 25% of claimed expenditure
\$240,000	\$5,000,000	Yes	\$240,000	LG contributes 25% of eligible expenditure, capped at its trigger point
\$240,000	\$150,000	No	N/A	LG is ineligible for REPA as its total eligible REPA expenditure (\$150,000) did not exceed its trigger point.

Following assessment and approval, 100 per cent (100%) of eligible expenditure on eligible Emergency Works, Immediate Reconstruction Works and REPA, 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 <https://www.qra.qld.gov.au/funding/drfa/local-government-trigger-points>.

9.2 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 assistance 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.

9.2.1 Eligible undertakings

The DRFA defines an eligible undertaking as a body that is either:

- a) a department or other agency of a state government, or
- b) established by or under state legislation for public purposes (for example, a local government), and
- c) 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.

9.2.2 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

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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 wastewater infrastructure may be defined as an eligible public asset only when the asset is owned and operated by an eligible undertaking and provides services free of charge or at a rate that is 50 per cent or less than the cost to provide the services. This may also apply to airports and other assets where the eligible undertaking recovers costs.

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
- is uninsured or insurance is insufficient to cover emergency or permanent reconstruction works, and
- is provided free of charge or at a rate that is 50 per cent or less than the cost to provide the service.

9.2.3 Ineligible assets

The Australian Government considers the following assets ineligible:

- road rest infrastructure (rest-stops)
- 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
- 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.

9.2.4 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 costs (including work crews, plant operators, supervisors, project administration activities directly associated with the delivery of eligible works)
- b) state agency staff extraordinary wages associated with backfilling (refer Definitions for further detail on Backfilling)
- c) contractor costs for temporary employees, , contractors and/or consultants directly associated with delivery of eligible works (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 rates 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

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- g) hire of additional plant and equipment, and operating associated operating consumables (fuel, oil, grease, etc.)
- h) repair or additional servicing of existing equipment required while undertaking eligible works
- i) replacement of equipment/assets damaged while being used to undertake eligible works. Reimbursement of the replacement cost is capped at the depreciation associated with undertaking eligible works or 50% of the replacement price if depreciation is not captured.

Note: depreciation is not applicable where there is no residual value to the equipment following utilisation, e.g. personal protective equipment or uniforms.

- j) direct costs associated with volunteer organisations
- k) extraordinary project and program management costs (refer [Section 9.2.8 – Project management services](#)).

Actual extraordinary costs associated with 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.

9.2.5 Ineligible expenditure

Ineligible expenditure includes, but is not limited to:

- a) costs that would have been incurred if the event had not occurred
- b) costs associated with backfilling a staff member when the agency has claimed the wages relating to the staff member 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, works insurance (where possession of site is held by a contractor) or defects liability periods
- 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 deflectometer, pavement roughness testing or road laser survey) used to prove the existence of damage or the cause of damage to an asset
- j) costs associated with inspecting/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.

9.2.6 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 reconstruction works is generally ineligible (excluding purchase of low-cost items such as rakes, shovels etc.).

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Where equipment is unable to be hired and must be purchased to meet operational requirements or where the option of purchasing is less expensive than hiring, 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 following supporting information provided by the applicant:

- 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 the duration of the eligible works, and the cost to transport hire equipment plus hire costs versus local purchase cost
- residual value of the purchased asset, including warranty period extending beyond the eligible works or activities.

Hire-to-buy (or rent-to-own) arrangements are considered a purchase of a new asset. The eligible expenditure incurred in such an arrangement is the lesser of:

- the equivalent hire value (under normal hire arrangements), or
- the incurred cost, minus the depreciated asset value at the conclusion of the eligible works (generally equivalent to the asset register value).

9.2.7 Deficiencies in control environments or fraud

When lodging DRFA submissions or progress claims to QRA, all local government and state agency applicants *must* disclose:

- all known instances of material deficiencies in its control environment relevant to procurement of DRFA works, and
- all known instances of non-compliance or suspected non-compliance with laws and regulations, fraud or suspected fraud, directly or indirectly associated with its DRFA program submissions.

Should a deficiency be identified following completion and acquittal of works, the local government or state agency must notify QRA as soon as they are legally able.

9.2.8 Project management services

Local government and state agency procurement policies apply to the procurement of all plant, labour, materials, assets or services. Accordingly, applicable procurement processes must be adhered to for the procurement of DRFA related design and/or project management services.

Contract arrangements will be assessed against the following eligibility requirements:

Hire as need basis

The procurement of any Project Management /consultancy services should be on a schedule of rates/rate-per-hour or day-rate basis to avoid any direct or perceived conflicts of interest.

Fixed percentage of the Submitted Value

Project Management services with fee arrangements as a fixed percentage of the submitted value are not permitted.

All fees incurred and claimed under such arrangements will be deemed ineligible.

Fixed percentage of the Recommended Value

Project Management services with fee arrangements as a fixed percentage of the Recommended Value are generally not permitted. Any persons or company engaged under such an arrangement would be precluded, due to conflict of interest, from:

- participating in benchmarking activities
- participating in infield assessments
- procurement activities (plant, labour, materials or services otherwise) whereby the awarded contract is utilised within an Estimate Update – Market Price to establish the Recommended Value.

Where fees are claimed under such an arrangement, additional assurance reviews will be undertaken by QRA. In the event that a non-declared and/or non-managed conflict of interest is identified, the project management services (or fees for any other service to the same (or related) entity) for the activity in which the conflict is identified will be considered ineligible and/or adjusted to account for the assessed financial impact of the conflict.

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Where no issues are identified with respect to conflicts of interest, the eligibility of fees for project management services (or fees for any other service to the same (or related) entity) incurred under such an arrangement will be apportioned (based on the estimation method used to establish the Recommended Value) to align to the actual delivered works (excluding de-scoped items or scope removed and claim in a subsequent program due to re-damage).

Fixed percentage of the Actual Costs

Project management services with fee arrangements as a fixed percentage of the Actual Costs are generally not permitted. Any persons or company engaged under such an arrangement would be precluded, due to conflict of interest, from:

- participating in infield assessments
- participating in design and specification activities
- procurement activities (plant, labour, materials or services otherwise) whereby the awarded contract is utilised within an Estimate Update – Market Price to establish the Recommended Value
- superintendent and cost-control activities, including certification of costs or award of variations.

Where fees are claimed under such an arrangement, additional assurance reviews will be undertaken by QRA. In the event that a non-declared and/or non-managed conflict of interest is identified, the project management services (or fees for any other service to the same (or related) entity) for the activity in which the conflict is identified will be considered ineligible and/or adjusted to account for the assessed financial impact of the conflict.

In all arrangements, conflicts of interest should be avoided where possible.

Applicants should actively maintain and monitor any perceived or actual conflicts of interest through use of a register, ensuring the disclosure of any conflicts of interest by all parties on a regular basis, and detailing the management of the conflicts where alternative options are not available or reasonable.

9.3 Emergency Works (EWK) (Category B)

Definition	<p>Emergency works are the urgent activities necessary during and/or 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.</p> <p>Emergency Works take place prior to commencing permanent reconstruction works under the REPA measure or prior to, or at the same time as Immediate Reconstruction Works.</p>
Timeframes	<p>Completion of works – 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>Claiming costs – submissions for eligible Emergency Works are to be lodged to QRA within three months from the end of the financial year (by 30 September) in which the works were commenced and completed.</p> <p>Where eligible Emergency Works commence late in one financial year and are completed early in the following financial year, submissions are to be lodged by 30 October of the financial year in which the works were completed.</p>

9.3.1 Submission requirements

For assistance in preparing a submission and to download the Emergency Works Submission Form, go to [Applying for DRFA funding](https://www.qra.qld.gov.au/funding/drfa/applying-drfa-funding) at <https://www.qra.qld.gov.au/funding/drfa/applying-drfa-funding>. Emergency Works are reimbursed based on the assessment of the actual eligible cost of eligible works completed within the eligible timeframe on eligible essential public assets that have been impacted by the activated disaster and are located within a REPA-activated local government area.

Emergency Works submissions must include:

- details of the emergency work activities completed on eligible assets impacted by the activated disaster
- details of the asset name/s and locations where the claimed activity and costs were incurred. Depending on the applicant's finance system, emergency works activity costs may be claimed against multiple assets/locations or linked to one asset only
- date range the activities were undertaken, and reasons for activity end dates outside the completion timeframe
- evidence demonstrating the event related damage or impact to the claimed eligible assets, and the need for the claimed activities. 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
- actual cost of each claimed activity and reference to evidence of claimed expenditure (e.g. cost codes or invoice numbers in the general ledger)
- evidence of expenditure supporting the claimed costs:
 - 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), and
- other evidence supporting or justifying the activities, e.g. situation reports providing details and the state/local government response to the disaster.

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.

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 (refer [Section 19.9 Record keeping](#)).

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Certified submissions are to be lodged via 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. (refer Section 19.1 Certification)

Contact your QRA RLO for assistance if required.

9.3.2 Reimbursement

Local government trigger point contributions apply to the Emergency Works assistance measure.

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

9.4 Immediate Reconstruction Works (IRW) (Category B)

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	<p>Completion of works – 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.</p> <p>Claiming costs – 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).</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 be lodged by 30 October.</p>

9.4.1 Submission requirements

For assistance in preparing a submission and to download the Immediate Reconstruction Works Submission Form, go to [Applying for DRFA funding](https://www.qra.qld.gov.au/funding/drfa/applying-drfa-funding) at <https://www.qra.qld.gov.au/funding/drfa/applying-drfa-funding>.

Immediate Reconstruction Works funding submissions must include the following:

- 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 eligible 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 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, combined with photographic evidence
 - 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 (to be provided on request by QRA) through one or more of the following most appropriate means:

Type of pre-event evidence	Age of evidence
Geospatial data, including satellite images	Latest available data but no older than:
Visual data, including photographs or video footage	– two years before the eligible disaster for state agencies
Maintenance records	
Asset registers	– four years before the eligible disaster for local governments

- **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 for sampling)
 - timesheets to be available on request for sampling.

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.

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 (refer [Section 19.9 Record keeping](#)).

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- Certified submissions are to be lodged via 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. Refer 19.1 Certification.

Contact your QRA RLO for assistance if required.

9.4.2 Reimbursement

Local government trigger points apply to Immediate Reconstruction Works.

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.

9.5 Reconstruction of Essential Public Assets (REPA) (Category B)

Definition	<p>Reconstruction of Essential Public Assets (REPA) 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>
Timeframes	<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 (unless otherwise directed by QRA).</p> <p>Post disaster damage evidence must be collected by the earlier of:</p> <ul style="list-style-type: none"> • within 12 months after the eligible disaster, or • within nine months (by 31 March) following the financial year in which the disaster occurred. <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>

9.5.1 Submission requirements

For assistance in preparing a submission and to download the REPA Submission Form, go to [Applying for DRFA funding](https://www.qra.qld.gov.au/funding/drfa/applying-drfa-funding) at <https://www.qra.qld.gov.au/funding/drfa/applying-drfa-funding>.

REPA submissions must be lodged to QRA for assessment, approval of eligible scope and establishment of a Recommended Value. Submissions must 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 (to be provided on request by QRA) through one or more of the following most appropriate means:

Type of pre-event evidence	Age of evidence
Geospatial data, including satellite images	Latest available data but no older than:
Visual data, including photographs or video footage	– two years before the eligible disaster for state agencies
Maintenance records	– four years before the eligible disaster for local governments
Asset registers	
Inspection report or certification – prepared by a suitably qualified professional confirming the condition of the asset pre-disaster	Undertaken prior to the disaster or at the time of the post disaster damage assessment

- **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-event evidence	Age of evidence
Geospatial data, including satellite images to further support photographic evidence	Post disaster damage evidence must be collected as soon as reasonably practicable, and by the earliest of:
Visual data, including photographs or video footage (JPEG including EXIF metadata, including GPS coordinates and time/date taken)	– within 12 months after the eligible disaster; or
Inspection report or certification – prepared by a suitably qualified professional and supported by photographic evidence (where damage is visible)	– within nine months (by 31 March) following the financial year in which the disaster occurred

- 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, attached to the submission.

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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 (refer [Section 19.9 Record keeping](#)).

- Certified submissions are to be lodged via 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. Refer 19.1 Certification.

Contact your QRA RLO for assistance if required.

9.5.2 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 on an annual basis for standard REPA treatments using local government or state agency specific first principles estimates, and/or validated using tenders and actual cost information. Applicants 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, applicants must ensure their applicable procurement processes are followed in accordance with relevant legislative requirements.

9.5.3 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, the applicant will be issued a notification of approved funding, a project funding schedule for execution including advance payment details, less the local government's trigger point contribution, if applicable.

9.5.4 Updating the direct cost estimate (market price update)

When an applicant seeks to establish a Recommended Value based on a *market price*, an **estimate update** with the revised direct costs should be lodged with QRA. Market price updates must:

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

During assessment, indirect costs will be adjusted by QRA as appropriate to 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 exceptional circumstances where holding works are required prior to commencement of reconstruction, consult QRA regarding eligibility. No allowances for contingency or escalation will be applied to actual cost components.

Provisional quantities and items

For general work items within a tender/contract, a limit of accuracy of +/-10 per cent 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.

9.5.5 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 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
- reasons for any variances in scope, cost or time, and
- details of complementary works.

Once actual expenditure has exceeded the initial submission advance (where applicable), applicants can progressively claim expenditure incurred up to 90 per cent of the approved Recommended Value or Estimated Final Cost where the estimated final cost is lower than the 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 REPA expenditure incurred against the Recommended Value of the approved scope of works.

9.5.6 Variations to an approved Recommended Value

Following establishment of a Recommended Value through either benchmark or Market Priced, 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.

9.5.7 Assets re-damaged by subsequent activated disaster 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 approved REPA works, a subsequent eligible disaster re-damages the asset and increases the severity and nature of the damage requiring additional or higher order treatments in the same location OR increases the extent of damage.

Assets lodged for REPA funding to restore damage caused by one event may be re-lodged in a new submission under a subsequent eligible event only where:

- damage to the asset caused by the subsequent event requires additional scope and/or higher order treatments to restore the asset to pre-disaster function AND
- all proposed REPA scope is supported by damage evidence that has been collected after the subsequent event.

The table below provides the process to be undertaken in each re-damaged asset scenario.

Re-damaged asset scenario	Process
prior event works are not yet approved by QRA and works have not yet commenced	<p>If prior event REPA works are not yet approved and works have not yet commenced when a subsequent eligible disaster causes re-damage, the applicant is to lodge a new REPA submission for the re-damaged asset/s under the under the new activated event and advise the RLO.</p> <p>If the prior event REPA submission has been lodged but not yet approved, it is to be withdrawn to remove asset/s that are to be lodged under the subsequent event.</p>
prior event works are approved by QRA but works have not yet commenced	<p>If the prior event REPA works are approved but have not yet commenced, or if tenders have not yet been awarded when the subsequent eligible disaster causes re-damage, then all eligible costs to restore the asset to its pre-disaster function are to be claimed under the new eligible event.</p> <p>The Recommended Value for re-damaged asset/s approved under the first event is to be reduced to zero.</p>
prior event approved works were already underway when the subsequent eligible disaster caused re-damage	<p>If the prior event REPA works are in delivery when a subsequent eligible disaster causes re-damage, and the re-damage or additional damage is not covered by insurance, the cost to restore the asset/s back to the pre-disaster function is to be claimed across the two events as follows:</p> <ol style="list-style-type: none"> 1. First REPA activated event – the eligible actual costs of approved works completed up until the date of impact of the subsequent event should be claimed against the first event and associated submission time frames. The Recommended Value for the asset/s in the first event is to be reduced to the actual eligible expenditure. 2. Subsequent REPA activated event – the eligible cost of works carried out by the applicant after the date of impact by the subsequent event is to be lodged under the subsequent event and associated submission time frames.

prior event approved works are underway and assets are re-damaged by an ineligible disaster

If the prior event REPA works are re-damaged by an event that is not eligible for DRFA- or REPA activated, then all eligible costs incurred up to the date of the re-damage may be reimbursed under the first event.

All costs of works carried out after the date of the impact by the subsequent event will be deemed ineligible under the DRFA.

9.5.8 Submission acquittal

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

- final progress report completed in the MARS portal detailing the completed works and any changes in scope or quantities for each line in the submission and reasons for any changes.
- final actual costs reported against the approved estimated expenditure
- evidence supporting the final actual claimed expenditure including:
 - detailed general ledger or transaction reports in excel format
 - internal costing/payroll reports for internal plant/payroll costs claimed to be available for sampling
 - source documents such as tax invoices or requisitions to be available for sampling
 - timesheets to be available for sampling
- photo evidence representative of the extent of the completed works - (JPG including EXIF metadata, GPS coordinates and time/date taken) at treatment, project and asset level.

The quantity and distribution of photographic evidence of the completed works should be sufficient to enable assessment of the treatment type and extents of reconstruction works. It is recommended that additional post construction photographic evidence be collected by the applicant for use as pre-disaster evidence should a subsequent disaster occur in the following years.

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) is reimbursed.

9.5.9 Resilience and mitigation funding

As part of Queensland’s administration of REPA, QRA manages a limited program contingency to enable reimbursement of eligible expenditure in instances where the actual eligible expenditure exceeds the Recommended Value.

Following substantial completion of the overall state REPA program for each financial year, any savings or efficiencies realised will be reinvested within resilience and mitigation activities and projects throughout Queensland.

Funding will be administered in accordance with the Queensland Disaster Resilience and Mitigation Investment Framework and must align with the DRFA efficiencies framework.

10. Disaster Assistance (Small Business) Loans

Disaster Assistance (Small Business) Loans are activated under the DRFA Category B	
Activation trigger	Activation is on the basis of need, determined by damage assessments and/or information gathered conducted by the State department responsible for Small Business
Activation requested by	The state department responsible for Small Business
Activation approved by	Minister for Fire, Disaster Recovery and Volunteers
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	Delivered by Small Business via QRIDA
For activation contact	DESBT on 13 QGOV (13 74 68) or www.desbt.qld.gov.au
Once activated, contact	QRIDA on 1800 623 946 or www.qrida.qld.gov.au .
Purpose	<p>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.</p> <p>The purpose is to provide concessional loans to owners of small businesses who have suffered significant damage to buildings, plant and equipment, or stock as a direct result of an eligible disaster and require assistance to return to viable operations. 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.</p>
Timeframe	The time limit for loan applications is advised by QRIDA at the time of activation of this assistance measure.
Maximum amount	The maximum loan amount is \$250,000 for any one eligible disaster for which the DRFA has been activated.
Eligibility	<p>Owners of small businesses located in a DRFA activated area may apply for a concessional interest rate loan.</p> <p>To be eligible, applicants must:</p> <ol style="list-style-type: none"> 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. <p>Note: This criterion will be assessed in relation to an applicant's expected cost of recovery and projected cash flow shortfalls</p> <ol style="list-style-type: none"> 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	<p>Repayments</p> <p>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.</p>
	<p>Security</p> <p>A loan under the scheme must be secured by the following:</p> <ul style="list-style-type: none">• 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. <p>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.</p>
To apply	<p>Enquiries regarding this assistance measure can be made by contacting QRIDA 1800 623 946 or www.qrida.qld.gov.au</p>

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

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 and/or information gathered conducted by the state department responsible for Small Business.
Activation requested by	The state department responsible for Small Business
Activation approved by	Minister for Fire, Disaster Recovery and Volunteers
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	Delivered by Small Business via QRIDA
For activation contact	Small Business on 13 QGOV (13 74 68) or www.desbt.qld.gov.au
Once activated, contact	QRIDA on 1800 623 946 or www.qrida.qld.gov.au
Purpose	<p>This assistance 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.</p> <p>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.</p>
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	<p>To be eligible, applicants must:</p> <ol style="list-style-type: none"> be a small business owner, partnership or proprietary company have suffered a significant loss of income as a consequence of an eligible disaster be able to demonstrate the loss of income was directly related to the impact of an eligible disaster be able to demonstrate that they have used up all liquid assets and normal credit sources up to normal credit limits. <p>Note: This criterion will be assessed in relation to an applicant's expected cost of recovery and projected cash flow shortfalls</p> <ol style="list-style-type: none"> have no reasonable prospects of obtaining commercial finance to carry on the business be able to demonstrate the business operation was viable prior to the disaster and will continue to be viable with the assistance provided have been established and operating within the DRFA activated area at the time of the eligible disaster will continue or re-establish their operations in the same location or within the same local government area 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 have not taken excessive risk in performing their business operations not be in receipt of any other DRFA concessional loans for the same disaster. <p>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.</p> <p>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.</p>

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.

Conditions

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.

To apply

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

Contact QRIDA on 1800 623 946 or www.qrida.qld.gov.au

12. Disaster Assistance (Primary Producers) Loans

Disaster Assistance (Primary Producers) Loans are activated under DRFA Category B	
Activation trigger	Activation is on the basis of need, determined by assessments conducted and/or information gathered by the state department responsible for Agriculture and Fisheries.
Activation requested by	The state department responsible for Agriculture and Fisheries
Activation approved by	Minister for Fire, Disaster Recovery and Volunteers
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	Delivered by the Department of Primary Industries via QRIDA
For activation contact	Agriculture and Fisheries on 132 523 or www.daf.qld.gov.au
Once activated, contact	QRIDA on 1800 623 946 or www.qrida.qld.gov.au
Purpose	<p>The Disaster Assistance Loans Scheme provides concessional loans to primary producers whose assets have been significantly damaged as a direct result of an eligible disaster.</p> <p>Loans are provided for re-establishing the normal operations of the primary production enterprise.</p> <p>Loan funds are provided to re-establish normal operations, this includes:</p> <ol style="list-style-type: none"> a) repairing or replacing damaged plant and equipment b) repairing or replacing farm buildings c) purchasing livestock to replace those lost in the disaster d) meeting carry-on requirements, including: <ol style="list-style-type: none"> i. re-planting, restoring or re-establishing areas affected by the eligible disaster ii. sustenance iii. essential property operations iv. paying rent or rates. <p>Loan funds are not provided to compensate for loss of income suffered as a result of the disaster.</p>
Timeframe	The time limit for loan applications is advised by QRIDA at the time of activation.
Maximum amount	The maximum loan amount is \$250,000 for any one eligible disaster for which the DRFA is activated.
Eligibility	<p>To be eligible for a loan:</p> <ol style="list-style-type: none"> a) the applicant must be a primary producer b) the property where the enterprise is carried on has been significantly damaged as direct result of an eligible disaster <ol style="list-style-type: none"> i. the property is in the defined disaster area for the disaster c) if the primary production enterprise involves wild-catch fishing: <ol style="list-style-type: none"> i. a boat or equipment used in carrying on the enterprise has been lost or significantly damaged as a direct result of the disaster, and ii. the boat or equipment was in the defined disaster area for disaster <p>To be eligible applicants must also:</p> <ol style="list-style-type: none"> a) provide adequate security and loans must be secured by: <ol style="list-style-type: none"> i. a mortgage of land and other assets satisfactory to QRIDA, and ii. any other security considered necessary, for example – a Specific Security Agreement over plant and machinery, crops, livestock or a General Securities Agreement

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- b) demonstrate the primary production enterprise will be viable with the assistance given
 - c) have taken reasonable precautions to avoid or minimise loss or damage from the disaster, for example – adequate insurance
 - d) have used all liquid assets and all normal credit sources up to normal credit limits (this will be assessed in relation to the expected cost of recovery and projected cash flow shortfalls)
 - e) have not taken excessive risks in carrying on the enterprise.

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.

Security

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.

To apply

Loan applications 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

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

Disaster Assistance (Essential Working Capital) Loans Scheme for Primary Producers is activated under DRFA Category B	
Activation trigger	Activation is on the basis of need, determined by assessments conducted and/or information gathered by the state department responsible for Agriculture and Fisheries.
Activation requested by	The State department responsible for Agriculture and Fisheries
Activation approved by	Minister for Fire, Disaster Recovery and Volunteers
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	Delivered by Agriculture and Fisheries via QRIDA
For activation contact	Department of Primary Industries on 132 523 or www.dpi.qld.gov.au
Once activated, contact	QRIDA on 1800 623 946 or www.qrida.qld.gov.au
Purpose	<p>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.</p> <p>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:</p> <ul style="list-style-type: none"> • 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 • buying goods, including fuel and other supplies essential to the 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 were activated.
Eligibility	<p>Applicants must be in a working occupation of their properties and:</p> <ol style="list-style-type: none"> 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. <i>Note: this criterion will be assessed in relation to an applicant's expected cost of recovery and projected cash flow shortfalls</i> e) have no reasonable prospects of obtaining commercial finance to carry on the business 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 farming operations k) not be in receipt of any other DRFA concessional loans for the same disaster event. <p>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. This emergency assistance loan may not be used to replace existing assets, equipment, or stock.</p>

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.

Conditions

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, 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

14. Freight Subsidies for Primary Producers

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	The state department responsible for Agriculture and Fisheries
Activation approved by	Minister for Fire, Disaster Recovery and Volunteers
Eligible applicants	Primary producers within the activated area whose assets have been significantly damaged as a direct result of an eligible disaster. <i>Note: 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.</i>
Administered by	Department of Primary Industries (DPI)
Contact	Department of Primary Industries on 13 25 23 or www.dpi.qld.gov.au
Purpose	Eligible primary producers can apply for a freight subsidy to move essential materials such as fodder, building and fencing materials and machinery. Dependent on circumstances, concessions could apply for the transporting of: <ol style="list-style-type: none"> emergency fodder for livestock to the primary producer's home property building, fencing materials, machinery and equipment animals purchased for restocking as a result of the disaster.
Timeframe	Applicants have six months from the date of movement to submit their application with DAF. Please refer to the individual guidelines including timeframes and eligibility criteria for each freight subsidy available on the DAF website at www.daf.qld.gov.au .
Maximum amount	A maximum subsidy ceiling of \$5,000 will apply to each recipient for each DRFA activated disaster. The subsidy rate will not exceed 50%. For road transport, a maximum rate per kilometre may also apply.
Eligibility	Primary producers must have been significantly damaged as a direct result of an eligible disaster to be eligible for a freight subsidy. Please refer to the individual guidelines including eligibility criteria for each freight subsidy available on the DAF website at www.daf.qld.gov.au .
To apply	Applicants should apply to Department of Primary Industries. Applicants are required to complete the required application form for the freight subsidy in accordance with the relevant guidelines. Telephone: 13 25 23 or www.dpi.qld.gov.au

14.1 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 at Submissions@qra.qld.gov.au.

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
- 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. Refer 19.1 Certification.

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

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DPI 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 (refer [Section 19.9 Record keeping](#)).

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 – complete 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, and your QRA RLO.

14.1.1 Acquittal timeframe

Submissions 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.

14.1.2 Reimbursement

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

15. Disaster Assistance Loans for Not-for-profit organisations

Disaster Assistance Loans for Not-for-profit organisations are activated under the DRFA Category B	
Activation trigger	Activation is on the basis of need, determined by damage reports provided to and/or information gathered by the state department responsible for Community Recovery.
Activation requested by	Community Recovery
Activation approved by	Minister for Fire, Disaster Recovery and Volunteers
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	Delivered by Community Recovery via QRIDA
For activation contact	Community Recovery on 137 468 or www.communities.qld.gov.au
Once activated contact	QRIDA on 1800 623 946 or www.qrida.qld.gov.au
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 assistance 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: <ol style="list-style-type: none"> be a not-for-profit organisation have suffered direct damage as a result of an eligible disaster have been established and operating in a defined DRFA activated area be unable to repair or replace damaged assets or return to normal operations from their own resources have used all liquid assets and normal credit sources up to normal credit limits have taken reasonable precautions to avoid or minimise loss and damage be responsible for the cost of repairing or replacing damaged assets demonstrate an ability to repay the loan not be in receipt of any other DRFA concessional loans for the same disaster.
Conditions	<p>Repayment</p> <p>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.</p> <p>Security</p> <p>A loan under the scheme must be secured by a mortgage of land and other assets satisfactory to QRIDA.</p>
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

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

Essential Working Capital Loans Scheme for Not-for-Profit Organisations is activated under the DRFA Category B	
Activation trigger	Activation is on the basis of need, determined by damage reports provided to and/or information gathered by the state department Responsible for Community Recovery.
Activation requested by	Community Recovery
Activation approved by	Minister for Fire, Disaster Recovery and Volunteers
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	Delivered by Community Recovery via QRIDA
For activation contact	Community Recovery on 137 468 or www.communities.qld.gov.au
Once activated contact	QRIDA on 1800 623 946 or www.qrida.qld.gov.au
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.
Timeframe	The time limit for claims is advised by QRIDA at the time of activation of this assistance measure.
Maximum amount	The maximum loan amount is \$100,000 for any one eligible disaster for which the DRFA were activated.
Eligibility	<p>To be eligible for assistance the applicant must:</p> <ol style="list-style-type: none"> the applicant must be a non-profit organisation; the applicant has suffered direct damage to essential premises, plant, equipment or stock as a result of an eligible disaster; the non-profit organisation was carried on in the defined disaster area immediately before the eligible disaster; provide security satisfactory to QRIDA; demonstrate an ability to repay the loan; have taken reasonable precautions to avoid or minimise loss or damage from the disaster, for example - adequate insurance; be responsible for the cost of repairing or replacing the damaged assets; be unable to repair or replace the damaged assets or return to operations from their own resources or without assistance under the scheme; have used all liquid assets and all normal credit sources up to normal credit limits (this will be assessed in relation to the expected cost of recovery and projected cash flow shortfalls); have not taken excessive risks in carrying on the non-profit organisation. <p>Non-profit organisation means a charity or other not-for-profit entity that is incorporated under a law of the Commonwealth or a state, and either:</p> <ol style="list-style-type: none"> registered under the Australian Charities and Not-for-profits Commission Act 2012 (Cwlth) or the Collections Act 1966, or registered or otherwise authorised to raise funds under a law of another state.
Conditions	<p>Repayment</p> <p>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.</p> <p>Security</p> <p>A loan under the scheme must be secured to the satisfaction of QRIDA.</p>
To apply	<p>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.</p> <p>Contact QRIDA on 1800 623 946 or www.qrida.qld.gov.au</p>

17. Community Recovery Package

This package is activated only in exceptional circumstances under the DRFA Category C	
Activation trigger	<p>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.</p> <p>In exceptional circumstances, where recovery beyond Category A and B measures is required, additional funding may be considered on a case-by-case basis under DRFA Category C. Requested by state agency responsible for Community Recovery or the state agency responsible for sectors such as Agriculture and Fisheries, Small Business, Tourism and not for profit to QRA for Australian Government approval.</p>
Activation approved by	<p>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.</p>
Eligible applicants	<p>To support a holistic approach to the recovery of regions, communities or sectors severely affected by an eligible disaster.</p>
Purpose	<p>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.</p>
Assistance available	<p>Assistance measures under the Community Recovery Package may include:</p> <ul style="list-style-type: none"> a) Community Recovery Fund b) Exceptional Disaster Assistance Recovery Grants – Small Business and Not-for-Profit Organisations c) Exceptional Disaster Assistance Recovery Grants – Primary Producers. <p>One or a combination of assistance measures may be implemented to support community recovery following the eligible disaster.</p>

17.1 Community Recovery Fund

Purpose	<p>A Category C - Community Recovery Fund (CRF) may be made available where a community is severely affected and needs to restore social networks, community functioning and community facilities.</p> <p>The purpose of the CRF is 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.</p>
Activation	<p>Community Recovery will prepare an event specific 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.</p> <p>Activation of this measure is by a joint agreement between the Prime Minister and the Premier.</p>
Eligibility criteria	<p>In determining the severity of impact of the event on the region, community or sector, the following impacts must be demonstrated in the business case:</p> <ul style="list-style-type: none"> • 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. <p>The eligibility requirements of endorsed initiatives will be detailed within the event-specific guidelines, approved by the Commonwealth/state for each approved initiative.</p> <p>Community Recovery Fund Category C initiatives may include, but are not limited to:</p> <ul style="list-style-type: none"> • employment of a community development officer(s) • funding for a range of community activities • grants to community service organisations providing recovery services • funding assistance for the restoration and repair of facilities owned by not-for-profit organisations • funding assistance for restoration and repair of community facilities that are ineligible for DRFA REPA funding (e.g. recreational and community assets) • community information and education • funding for 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. <p>Environmental initiatives are ineligible for funding under this measure.</p>
Contact	<p>Enquiries regarding Community Recovery Fund Category C initiatives can be made by contacting the Community Recovery regional offices or www.communities.qld.gov.au, or via the Community Recovery Hotline on 1800 173 349.</p>

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17.1.1 Administering agency submission and reimbursement requirements

Submission requirements will be detailed within the relevant event-specific Category C initiative guidelines, approved jointly by the Australian and State governments.

Delivery agencies will be required to report against each eligible activity detailed within the approved guidelines, and the associated costs and delivery timeframes.

Submissions will require a submission form, available on request from submissions@qra.qld.gov.au

Submissions should detail:

- costs against the approved grant or initiative account category, start and end dates, and reference numbers to evidence of expenditure or grant in the detailed general ledger or supporting report
- works or 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
 - tax invoices for all external expenditure (including community development officers)
 - source documents 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. Refer 19.1 Certification.

Note: All amounts claimed must exclude GST. All activities and costs claimed for reimbursement must also comply with the Organisation's financial, purchasing and travel policies and state procurement guidelines.

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 (refer [Section 19.9 Record keeping](#)).

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.

17.1.2 Reimbursement

Where lodged at commencement of delivery of the Category C initiative, a grant advance of 30 per cent (30%) of the total approved submission value (excluding GST) up to the capped amount will be paid on approval.

At acquittal, 100 per cent (100%) of assessed eligible expenditure (excluding GST) and up to the capped amount is reimbursed on approval.

17.1.3 Acquittal requirements

Annual acquittal requirement

All eligible activities undertaken up to 30 June each year are 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 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).

17.2 Disaster Assistance Recovery Grants- Primary Producers

Purpose

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 exceptional 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.

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Activation	Requested by the state department responsible for Primary Industries.
Timeframe	<p>The time limit to apply for and finalise grant applications is six months from the date of activation of this assistance measure.</p> <p>The timeframe may be extended where necessary based on data collected by Agriculture and Fisheries and approved by the Minister of the State department responsible for Agriculture and Fisheries.</p>
Maximum grant amounts	<p>In determining the severity of impact on the region, community or sector, DPI must demonstrate in a business case the following impacts:</p> <ul style="list-style-type: none">• Standard recovery grants (SDARG – Category C) (up to \$10,000) to a primary producer sector:<ul style="list-style-type: none">– more than 15 per cent of primary producers in the sector are directly affected– those primary producers affected have incurred losses worth more than 10 per cent of the Total Gross Value of Agricultural Production (TGVAP) in the sector, and– primary producer viability or production in the sector is at risk of disruption beyond the current season.• Exceptional circumstances recovery grants (EDARG – Category C) (up to \$25,000) to a primary producer sector:<ul style="list-style-type: none">– more than 33 per cent of primary producers in the sector are directly affected,– those primary producers affected have incurred losses worth more than 20 per cent of the TGVAP in the sector, and primary producer viability or production in the sector is at risk of disruption beyond the current season <p>The maximum grant amount available is \$25,000 and can be accessed through the following:</p> <ul style="list-style-type: none">– initial application/s up to the total amount of \$10,000 is available to support an initial claim.– subsequent application/s up to the total amount of \$25,000 is available to support subsequent claims for which full evidence of payment is required. <p>In exceptional circumstances, where further support is required, additional funding may be requested under DRFA Category D, which is requested by Agriculture and Fisheries and requires approval by the Prime Minister.</p>
Eligibility criteria	<p>Primary producers may be eligible for recovery grants if they meet all the following criteria:</p> <ul style="list-style-type: none">• derive the majority of their income from and spend the majority of their labour on a primary production enterprise, and have an ABN• 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)• are responsible for the cost of repair or replacement of the asset• were conducting business in the community, region or sector requested prior to the date of the eligible disaster• are intending to re-establish the business in the community, region or sector requested• there is no insurance, insurance has been refused, or insurance will not cover these costs. <p>Eligible expenditure for clean-up and reinstatement may include:</p> <ul style="list-style-type: none">• clean-up:<ul style="list-style-type: none">– equipment and materials to undertake clean-up– additional labour costs (above and beyond normal wage expenditure)• removal of debris:<ul style="list-style-type: none">– disposing of damaged goods and injured or dead stock– cost of disposal• reinstatement:<ul style="list-style-type: none">– 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 or 1800 623 946.

17.2.1 Administering agency reimbursement requirements

Information regarding the preparation of the business case to request activation of this assistance measure should be directed to the state department responsible for Agriculture and Fisheries on 13 25 23.

Submissions will require a submission form and is available on request from submissions@qra.qld.gov.au.

Submissions for reimbursement of 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 at detailed recipient level – e.g. recipient primary producer name, application reference, account number, ABN, address of impacted property
 - 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. Refer Section 19.1 Certification.

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

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 (refer [Section 19.9 Record keeping](#)).

17.2.2 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. Reimbursement

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

17.2.3 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).

17.3 Disaster Assistance Recovery Grants (DARG) - Small Business and Not-for-profit Organisations

Purpose	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 and the community is at risk of losing essential businesses. 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. Assistance under this scheme is not intended to compensate for loss of income.
Activation	<p>Business case prepared by:</p> <ul style="list-style-type: none"> • the state department responsible for Small Business (for small businesses) • the state department responsible for Community Recovery (for not-for-profit organisations). <p>Activation of this measure is by a joint agreement between the Prime Minister and the Premier.</p>
Timeframe	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 Small Business and/or Community Recovery and approved by Small Business and/or Community Recovery.
Maximum grant amounts	<p>In determining the severity of impact on the region, community or sector, Small Business in conjunction with Community Recovery demonstrate the following impacts in a business case:</p> <ul style="list-style-type: none"> • Standard recovery grants (SDARG – Category C) (up to \$10,000) to a small business and not-for-profit organisation sector: <ul style="list-style-type: none"> – more than 15 per cent of small businesses and not-for-profit organisation in the sector are directly affected – average individual small business and not-for-profit organisation losses of at least \$45,000, and – the community is at risk of losing essential businesses and not-for-profit organisations as a direct result of the disaster. • Exceptional circumstances recovery grants (EDARG – Category C) (up to \$25,000) to a small business or not-for-profit organisation: <ul style="list-style-type: none"> – more than 33 per cent of small businesses and not-for-profit organisation in the sector are directly affected – average individual small business and not-for-profit organisation losses of at least \$75,000, and – the community is at risk of losing essential businesses and not-for-profit organisations as a direct result of the disaster. <p>The maximum grant amount available is \$25,000 and can be accessed through the following:</p> <ul style="list-style-type: none"> – initial application/s up to the total amount of \$10,000 is available to support an initial claim. – subsequent application/s up to the total amount of \$25,000 is available to support subsequent claims for which full evidence of payment is required <p>In exceptional circumstances, where further support is required, additional funding may be requested under DRFA Category D, which is requested by the Department responsible for Small Business or Community Recovery and requires approval by the Prime Minister.</p>

Eligibility criteria	<p>Small businesses and not-for-profit organisations may be eligible for grants if they meet the following criteria:</p> <ol style="list-style-type: none"> a) 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 b) are intending to re-establish in the community, region or sector requested c) were conducting business in the community, region or sector requested prior to and including the date of the eligible event, and d) there is no insurance, insurance has been refused, or insurance will not cover these costs. <p>Eligible expenditure relates only to clean-up and reinstatement costs including:</p> <ul style="list-style-type: none"> • clean-up: <ul style="list-style-type: none"> – equipment and materials to undertake clean-up – additional labour costs (above and beyond normal wage expenditure) • removal of debris: <ul style="list-style-type: none"> – carting away damaged goods and material – cost of disposal <ul style="list-style-type: none"> • reinstatement: <ul style="list-style-type: none"> – 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. <p>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.</p> <p>Grant assistance provided may be subject to audit to verify that the assistance has been used in accordance with the application.</p>
To apply	<p>Enquiries regarding this assistance measure can be made by contacting QRIDA 1800 623 946 or www.qrida.qld.gov.au</p>

17.3.1 Administering agency reimbursement requirements

Information regarding the preparation of the business case to request activation of this assistance measure should be directed to the Department responsible for Small Business (small business) or for Community Recovery (not-for-profit organisations).

Submissions will require a submission form and is available on request from submissions@qra.qld.gov.au

Submissions for reimbursement of 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 at detailed recipient level – e.g. recipient small business or not for profit name, application reference, account number, ABN, address of event impacted property/business
 - 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. Refer Section 19.1 Certification. All amounts claimed must exclude GST and be actual expenditure, paid prior to lodging the submission.

Small Business and Community Recovery 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 (refer [Section 19.9 Record keeping](#)).

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Certified submissions are to be lodged 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.

17.3.2 Reimbursement

100 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).

18. Category D Exceptional Assistance Measures

Activation trigger	Activation is by joint agreement between the Prime Minister and the Premier.
Activation requested by	Dependent upon the type of assistance.
Activation approved by	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.
Eligible applicants	Detailed at the time of approval.
Administered by	The administering authority is dependent upon the type of assistance made available.
Contact	Enquiries regarding this assistance measure can be made by contacting: QRA on 1800 110 841 or www.qra.qld.gov.au
Purpose	<p>Exceptional Special Assistance measure is an act of relief or recovery carried out to alleviate distress or damage in circumstances that are exceptional.</p> <p>This funding may be requested to meet the particular circumstances of the event, and where a gap or need for exceptional assistance above and beyond DRFA assistance measures approved under Categories A, B and C arises. This special assistance measure is available under DRFA Category D and is only available in exceptional circumstances.</p>
Activation request	<p>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.</p> <p>Requests for Category C measures must be made prior to requesting assistance under Category D.</p>
Eligibility	<p>Category D assistance relevant to an eligible disaster must:</p> <ul style="list-style-type: none"> • 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. <p>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.</p> <p>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.</p> <p>The eligibility requirements of approved Category D measures will be detailed within the event specific guidelines approved by the Commonwealth/state for each approved initiative.</p>
Timeframe	<p>Category D approved activities and/or works must be completed within two years after the end of the financial year of the eligible disaster.</p> <p>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).</p> <p>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.</p> <p>Where a Category D approved infrastructure 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.</p> <p>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).</p>

18.1 Administering agency - Requests for Exceptional Assistance

Requests for Exceptional Assistance (Category C and D 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 five cyclone, one in 100 year flood
 - iii. affected locations, including communities/regions
 - iv. the communities that have been affected
 - v. impacts in the following areas e.g.:
 - human and social – number of fatalities, disruption to essential services
 - built – number of houses damaged/destroyed, damage to transport
 - economic – small business closures, agricultural losses, tourism impacts
 - environmental – pollution/contamination, impacts on native habitats
 - roads and transport
- 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.

18.2 Administering agency submission and reimbursement process

Submissions under this assistance measure must clearly demonstrate that the claim is for both eligible activities delivered in line with the relevant extraordinary disaster DRFA Category D approval and eligible costs associated with those activities or works.

Submission requirements will be detailed in the event specific Category D initiative guidelines.

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

- details of expenditure claimed by grant or account category
- details of initiatives or activities undertaken
- breakdown of extraordinary wages claimed
- evidence of expenditure claimed, linked to the initiatives or activities.

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

Contact your RLO for the required submission form and assistance in developing the submission data and evidence, and lodging submissions/s in the QRA MARS portal. Refer Section [19.1 Certification](#).

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 (refer [Section 19.9 Record keeping](#)).

18.2.1 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 and acquittal reports, must be certified by the applicant in line with its delegations through the MARS portal.

19.2 Defined time limit

Approved expenditure for eligible disasters under pre-agreed assistance 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 assistance 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 DRFA.

19.7 Progress reporting

All applicants with active programs are required to provide monthly progress reports on the status of works and expenditure throughout project delivery, including reporting of submissions in development. Data is to be provided to QRA using a template supplied, within the requested timeframe.

19.8 Ad-hoc reporting

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

19.9 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.

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- 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.

19.10 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 applicant's procurement standards, then reimbursement of these costs are unable to be sought under the DRFA or SDRA.

19.11 Assurance activities

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.

19.12 DRFA acknowledgement

A prerequisite for assistance under the DRFA is acknowledgment of the joint Australian and state governments DRFA funding contribution. 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*". [Further information is available under DRFA media and public acknowledgement requirements](#) on the QRA website.

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 via the QRA 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:

- media releases regarding any DRFA assistance measures
- essential public asset ceremonies
- media events that include reference to DRFA funding or assistance measures
- 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.

19.13 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*".

19.14 Further media assistance

Contact QRA for assistance and approval for any media releases media@qra.qld.gov.au or phone 1800 110 841.

APPENDIX 1 – Definitions

Activation	The request and approval process for activation of an assistance measure under either the State Disaster Relief Arrangements or the jointly funded Australian and State Governments Disaster Recovery Funding Arrangements funding assistance due to the effects of an eligible disaster.
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	<p>Backfilling refers to costs associated with backfilling of a staff member who has been seconded/deployed to undertake eligible activities under the DRFA.</p> <p>State agencies:</p> <p>Eligible costs could include:</p> <ul style="list-style-type: none"> costs of backfilling state agency employees who have been seconded to assist with eligible disaster activities. This is limited to the higher duty component of the staff member backfilling, not the salary of the incumbent. costs of engaging contractors or state agency employees on a temporary (fixed-term) basis to backfill, including costs associated with travel expenses, allowances, accommodation and associated on-costs such as superannuation entitlements, workers compensation. <p>Local governments:</p> <p>Eligible costs could include:</p> <ul style="list-style-type: none"> costs of backfilling local government employees who have been seconded to assist with eligible disaster activities. This is limited to the higher duty component of the staff member backfilling, not the salary of the incumbent. costs of engaging contractors or local government employees on a temporary (fixed-term) basis to backfill, including costs associated with travel expenses, allowances, accommodation and associated on-costs such as superannuation entitlements, workers compensation. For REPA (including EW and IRW) and any other assistance measure where day labour is eligible, claiming of backfilling is ineligible when the day labour component of the staff member undertaking the DRFA-eligible activity has been claimed. <p>All backfilling must be reasonable and be undertaken in line with the applicant’s recruitment, finance and purchasing guidelines. Overtime undertaken by the backfilling staff member to complete the non-DRFA work is ineligible.</p>
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) assistance measure.

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Category A measure	<p>A Category A measure is one or more of the following forms of emergency assistance for individuals:</p> <ul style="list-style-type: none">a) emergency food, clothing or temporary accommodationb) repair or replacement of essential items of furniture and personal effectsc) essential repairs to housing, including temporary repairs and repairs necessary to restore housing to a habitable conditiond) demolition or rebuilding to restore housing to a habitable conditione) removal of debris from residential properties to make them safe and habitablef) extraordinary counter disaster operations for the benefit of an affected individualg) personal and financial counsellingh) employment of a Community Recovery Officer.
Category B measure	<p>One or more of the following forms of assistance:</p> <ul style="list-style-type: none">a) Counter Disaster Operations for the protection of the general publicb) Emergency Works for essential public assetsc) Immediate Reconstruction Works for essential public assetsd) Essential Public Asset reconstruction works for which the state develops an estimated reconstruction cost in accordance with these arrangementse) concessional interest rate loan to small businesses or primary producers whose assets have been significantly damaged as a direct result of an eligible disasterf) 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 disasterg) 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 disasterh) freight subsidy to primary producers whose assets have been significantly damagedi) 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	<p>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:</p> <ul style="list-style-type: none">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.
Category D measure	<p>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.</p>
Companion animal	<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, racehorses, animals kept for breeding purposes).</p>
Complementary works	<p>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 complementary works are delivered concurrently with DRFA funded works, they must be outlined within a submission progress reporting and at acquittal.</p>

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Consequential losses	Loss or damage subsequent to the actual event. (e.g. business interruptions, loss of income, damage not directly caused by the event).
Consumable resource	Resources that: <ol style="list-style-type: none">are low cost e.g. general stationeryhave a single use or limited number of uses during an event e.g. ropes, sandbags, tarpaulins, additional personal protective equipment (PPE) etc.could not be used for any other purpose after the event e.g. due to contaminationwere purchased based on a justifiable need and are used and not recovered e.g. fuel, oil.
Community Recovery Officer	One twelve-month full-time equivalent officer per eligible disaster employed by the state to work with affected communities to: <ul style="list-style-type: none">identify recovery needsassist in accessing relevant information and resources to develop community recovery programsprovide community capacity building as required.
Counter disaster operations	This measure is intended to provide assistance to individuals who are under threat from, or who have been directly affected by, an eligible disaster. Counter Disaster Operations are activities undertaken by local government and state 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.
Defined time limit	<p>Under the DRFA:</p> <ul style="list-style-type: none">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)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 statefor 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 establishedfor all other Category B measures the period of 24 months after the end of the financial year in which the relevant eligible disaster occurred, andfor Category D measures requested by a state and agreed to by the Australian Government —such longer period as the Australian Government specifies. <p>Under the SDRA:</p> <ul style="list-style-type: none">CDO and PHAS - the period of 24 months after the end of the financial year in which the relevant eligible disaster occurred.
Eligible disaster	A natural disaster (refer definition below) or terrorist act for which: <ul style="list-style-type: none">a coordinated multi-agency response was requiredstate expenditure exceeds the small disaster criterion.
Eligible measure	An assistance measure specified in the DRFA, or a cost to the state under the DRFA arrangements or the SDRA.
Eligible undertaking	A body that: <ul style="list-style-type: none">is one of the following:<ul style="list-style-type: none">a department or other agency of a state government, orestablished by or under state legislation for public purposes (for example, a local government), andin 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.

Emergency works	<p>Works that are 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"> • prior to the state commencing essential public asset reconstruction works in accordance with these arrangements, or • prior to or at the same time as immediate reconstruction works and where no essential public asset reconstruction works are required.
Essential public asset	<p>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.</p>
Estimate update	<p>An Estimate Update refers to the process undertaken to change the Recommended Value of an approved submission.</p> <p>Estimate update types include:</p> <ul style="list-style-type: none"> • Market price update • Scope adjustment • Re-prosecution • Change in estimate method.
Extraordinary disaster coordination centre costs	<p>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:</p> <ol style="list-style-type: none"> a) emergency generator hire to run coordination centre and operating consumables (e.g. fuel, oil etc.) b) telecommunication costs for coordination centre c) hire of office equipment d) general stationery.
Extension of time (EOT)	<p>Where Emergency Works, Immediate Reconstruction Works or 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.</p> <p>Requests must provide the exceptional circumstances that gave rise to the non-compliance with the timeframe.</p>
Farm enterprise	<p>An activity listed in Division A of the <i>Australian New Zealand Standard Industrial Classification 2006</i> (ANZSIC) 1292.0 (Revision 2.0) published by the Australian Bureau of Statistics.</p>
Financial year	<p>A period of 12 months commencing on 1 July.</p>
Habitable	<p>Refers to a residential property being fit for human habitation, possessing basic amenities in working order and not being in substantial disrepair.</p>
Immediate reconstruction works	<p>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.</p>

Natural disaster	<p>A natural disaster is one, or a combination of the following rapid onset events:</p> <ul style="list-style-type: none"> • bushfire • earthquake • flood • storm • cyclone • storm surge • landslide • tsunami • meteorite strike • tornado.
Natural high level disaster mitigation 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"> 1. Planning and Regulations – activities could include: <ul style="list-style-type: none"> • assessing, documenting and communicating community risks • limiting or prohibiting development in high-risk areas • integrating hazard mitigation into local government planning. 2. Public Infrastructure Projects – activities could include: <ul style="list-style-type: none"> • protection of existing structures • post-disaster mitigation activities 3. Education and Awareness Projects – activities could include: <ul style="list-style-type: none"> • increased hazard and risk education awareness.
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.</p> <p>Measures taken in advance of, or after, a natural disaster aimed at decreasing or eliminating the impact of a natural disaster on society and the environment.</p>
Needy individual	<p>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"> • has a right or interest in a farm enterprise • contributes a part of his, her or its labour and capital to the enterprise • derives at least 50 per cent of his, her or its income from the enterprise. <p>Primary producers are defined as those that are listed under the <i>Australian New Zealand Standard Industrial Classification 2006</i> (ANZSIC) 1292.0 (Revision 2.0) Codes 01 (Agriculture), 02 (Aquaculture), 03 (Forestry and Logging), 04 (Fishing, Hunting and Trapping) and 05 (Agriculture, Forestry and Fishing Support Services).</p>
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>

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Residential property	A residential property for the purposes of DRFA/SDRA is a house, caravan and/or residential vessel.
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Reconstruction	The restoration or replacement of an essential public asset.
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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.
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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.
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Small disaster criterion	For the purposes of the DRFA, the amount of \$240,000 or an amount published by the Australian Government
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State	The State of Queensland.
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State expenditure	<p>Total eligible 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">• actually spent on eligible measures, and/or• established as the Estimated Reconstruction Costs (ERC).• State expenditure on eligible measures, must be recorded against the financial year in which the expenditure is actually spent or incurred as a liability, 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.• 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>State expenditure does include:</p> <ul style="list-style-type: none">• the cost to the state of eligible measures in the form of non-monetary assistance (for example, goods, waived revenue, free or subsidised services)• the cost to the state of eligible measures in the form of concessional interest rate loans• certain costs associated with salaries and wages of state budget funded entities or agencies to undertake eligible measures under these arrangements, such as:<ul style="list-style-type: none">– overtime for state employees, outside of normal working hours– employment costs for temporary (fixed-term) employees or contractors– costs of backfilling state employees who have been seconded to assist with eligible disaster activities– contractors or state 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.
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Special circumstances	<p>Under the DRFA Special Circumstances means the following:</p> <ul style="list-style-type: none"> • geotechnical conditions that could not reasonably have been foreseen or investigated in the design period • previously unidentified indigenous and 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.
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"> • the definition of a terrorist act under section 100.1 of the Criminal Code Act 1995, and • if available, the advice of other Australian Government agencies. <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) assistance measure, which includes Emergency Works (EW) and Immediate Reconstruction Works (IRW).</p> <p>Eligible damage must exceed a local government’s trigger point in order to be able to seek reimbursement for EW, IRW and REPA funding under DRFA.</p> <p>Each local government is required to contribute 25% of eligible REPA works (including EW and IRW) 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.</p> <p>Local government trigger points are calculated based on a percentage of net general rates and are capped at \$2.2 million. Indigenous councils and Torres Shire Council have a nil trigger point due to limited revenue sources.</p> <p>Trigger points for each council can be found at www.qra.qld.gov.au.</p>
Value for money	<p>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.</p>

APPENDIX 2 – Essential Household Contents Grant breakdown

Essential Household Contents Grant - Eligible Items	Maximum Contribution
Food	
First adult 18 years and over	\$155
Subsequent adults 18 years and over	\$105
Each child under 18 years	\$50
Cooking utensils (includes crockery, cutlery and kitchen appliances such as fry pans and microwave ovens)	
Household limit	\$105
Bedding (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
Household linen	
First adult 18 years and over	\$50
Subsequent adults 18 years and over	\$25
Each child under 18 years	\$25
Furniture (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
Floor coverings	
Per square metre	\$20
Maximum assistance (14 square metres)	\$280
Clothing and shoes	
Each adult 18 years and over	\$365
Each child under 18 years	\$225
Major appliances/whitegoods	
Refrigerators (fridge-freezers)	\$465
Non-fixtured 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

APPENDIX 3 – Acronyms and abbreviations

CDO	Counter Disaster Operations
CEO	Chief Executive Officer
CRO	Community Recovery Officer
DMA	<i>Disaster Management Act 2003</i>
DPC	Department of the Premier and Cabinet
DRFA	Disaster Recovery Funding Arrangements
ERC	Estimated Reconstruction Cost
ESSRS	Essential Services Safety and Reconnection Scheme
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
NEMA	National Emergency Management Agency
NDRRA	Natural Disaster Relief and Recovery Arrangements
PHAS	Personal Hardship Assistance Scheme
QDMA	Queensland Disaster Management Arrangements
QDRRF	Queensland Disaster Relief and Recovery Funding Guidelines
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
SDCC	State Disaster Coordination Centre
SDRA	State Disaster Relief Arrangements
SOC	State Operations Centre

APPENDIX 4 – QRA Stakeholders (Machinery of Government Changes November 2024)

DETSI	Department of Environment, Tourism , Science and Innovation
DE	Department of Education
DEFSDSCS	Department of Families, Senior, Disability, Services and Child Safety – includes Community Services
DHPW	Department of Housing and Public Works
DJ	Department of Justice – including Attorney-General
DLGWV	Department of Local Government , Water and Volunteers – Including Community Recovery
DNRMMRRD	Department of Natural Resources and Mines, Manufacturing and Regional and Rural Development
DPC	Department of Premier and Cabinet – including Office of First Nations Engagement and Innovation
DPI	Department of Primary Industries – includes state portfolio of Agricultures and Fisheries
QFD	Queensland Fire Department
QH	Queensland Health
QPS	Queensland Police Service
QT	Queensland Treasury
DSROP	Department of Sport , Racing and Olympic and Paralympic Games
DSDIOP	Department of State Development, Infrastructure and Planning
DTET	Department of Trade, Employment and Training – including Small Business
DTMR	Department of Transport and Main Roads

