

Grants and support for flood-affected Queenslanders



General support and emotional stress

- › Community Recovery Hotline 1800 173 349 (24/7)

Disaster recovery payment and disaster allowance

- › Currently available to eligible residents in 17 local government areas: Brisbane, Fraser Coast, Gold Coast, Gympie, Ipswich, Lockyer Valley, Logan, Moreton Bay, Noosa, North Burnett, Redland, Scenic Rim, Somerset, South Burnett, Southern Downs, Sunshine Coast and Toowoomba.
- › One-off, non-means tested payment of \$1000 per eligible adult and \$400 per child
- › Apply online through Centrelink linked to your myGov account or phone 180 22 666.
- › Go to www.servicesaustralia.gov.au

Personal Hardship Assistance Scheme

- › Up to \$180 per person
 - › Up to \$900 family of five or more.
- To apply:
- › Download the Self Recovery app
 - › Go to www.qld.gov.au/SEQRecoveryGrants
 - › Community Recovery Hotline 1800 173 349 (24/7).

Housing assistance, including home owners and private renters

- › Go to www.qld.gov.au/housing
- › Call 13 QGOV (13 74 68).

Homeless, or at risk of becoming homeless

- › Homeless Hotline free call on 1800 474 753 (24/7).

Urgent house maintenance

- › If you're a public housing tenant, and require urgent maintenance during this time, call 1800 808 107.
- › Public housing tenants can use Tenant Self Service at www.qld.gov.au/tenantselfservice or the Tenant Assist Qld app.
- › Go to www.qld.gov.au/housing

Free legal advice

- › Residents affected by the flooding can call Legal Aid Queensland on 1300 527 700 for free legal information and advice. Facts sheets and other resources at www.legalaid.qld.gov.au

Free replacement of birth/marriage certificates

The Registry of Births, Deaths and Marriages will provide free replacement life event certificates (such as birth and marriage certificates) to people in disaster declared areas who may have had them lost or destroyed.

- › Email bdm.disaster@justice.qld.gov.au or phone 13 QGOV (13 74 68) 8:30am to 4:30pm, Monday to Friday.
- › Go to www.qld.gov.au/community/disasters-emergencies/disasters/rebuilding-cleaning/replace-documents



Certificates, ID cards and association rules lost or destroyed in disaster

- › Will be replaced free of charge by the Office of Fair Trading.
- › Email Brisbaneoft@justice.qld.gov.au or phone 13 QGOV (13 74 68) 8:30am to 4:30pm, Monday to Friday.
- › Blue cards, exemption card or positive notices lost or destroyed in the floods will be replaced by Blue Card Services for free if people submit a statutory declaration with the relevant form for lost/stolen cards.
- › Call 1800 113 611 (8am-5pm Monday to Friday)

<https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card/existing/replace-lost-card>

Business and not-for-profit support

- › A range of support is available to businesses affected by the recent flood disaster. Grants of up to \$50,000 are now available to small businesses and not-for-profits. There are also disaster assistance loans of up to \$250,000 available. For details, go to www.business.qld.gov.au
- › Take the short survey to help us understand the impact of flooding on your business and what assistance you require www.business.qld.gov.au/running-business/protecting-business/disaster-resilience/assistance
- › The Office of Liquor and Gaming Regulation (OLGR) can assist flood-affected licensees to manage their regulatory requirements during the recovery period. For advice please call 1300 072 322 or email OLGRlicensing@justice.qld.gov.au
- › Small business financial counsellors – assistance to small businesses that are experiencing hardship and have no alternative source of impartial support. The Australian and Queensland Governments provide funding to deliver the program through the Rural Financial Service Southern and North Queensland:
 - Southern Queensland – www.rfcssq.org.au or call 1300 732 777
 - North Queensland – www.rfcsnq.com.au or call 07 4652 5669

Business Counselling support

- › Resources to help business respond and recover following a natural disaster are also available from the Small Business Disaster Hub website
- › Go to www.business.qld.gov.au/running-business/protecting-business/disaster-resilience/disaster-hub

Queensland Tourism Business Financial Counselling Service

- › The Queensland Tourism Business Financial Counselling Service provides free financial counselling support to help tourism operators
- › Go to www.dtis.qld.gov.au/our-work/queensland-tourism-business-financial-counselling-service

Primary Producers

- › Grants of up to \$75,000 are available to eligible primary producers affected by flooding.
- › To apply go to www.qrida.qld.gov.au

Sports recreation grants

- › The Sport and Recreation Disaster Recovery Program supports not-for-profit sport and recreation organisations with funding to re-establish their facilities and activities. Funding of up to \$20,000 is now available.
- › Go to www.qld.gov.au/recreation/sports/funding/disaster-recovery

Employer Assistance Line

- › Phone 1300 731 988 for the Chamber of Commerce and Industry Queensland's Employer Assistance Line, for:
 - advice and support if your business has been forced to close or reduce operations
 - industrial relations advice on managing staff and meeting Fair Work Act 2009 obligations.

How you can help

Want to volunteer to help with the flood clean-up? Register with Volunteering Queensland's EV CREW at register.emergencyvolunteering.com.au

Donate goods or to the QLD 21/22 Severe Storms & Flooding appeal through givit.org.au. 100% of donated money received by GIVIT goes to helping people and communities recover.



Safety alert! For safety reasons, please don't attend evacuation centres or flooded areas. Volunteer efforts work best when coordinated in a safe way.