

**Queensland Disaster
Relief and Recovery
Arrangements**

GUIDELINES

February 2016



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Where there are (unintended) inconsistencies between these state guidelines and the Commonwealth NDRRA Determination 2012 (Version 2), the Determination will prevail.

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Preface

The Queensland Government operates two programs of assistance pertaining to disasters. Firstly, the Natural Disaster Relief and Recovery Arrangements (NDRRA) is a joint Commonwealth/State program that is able to provide grant and loan assistance to disaster-affected community members, small businesses, non-profit organisations, primary producers and local and State governments for the impact of defined disasters. Secondly, the State Disaster Relief Arrangements (SDRA) is a wholly state funded program that is able to be activated for all hazards, and provides assistance where personal hardship and distress follows the impact of a disaster event.

The key mechanism for the Commonwealth to support the States following a natural disaster is the NDRRA, which is detailed in the Commonwealth Natural Disaster Relief and Recovery Arrangements Determination.

This guideline document provides an overview of arrangements for the activation and delivery of NDRRA and SDRA assistance within Queensland, and forms a guide for local and state Government agencies, non-profit organisations, primary producers, small businesses and the general public on financial assistance that may be available in the event of a disaster.

Where there are (unintended) inconsistencies between these State guidelines and the Commonwealth Determination, the Determination will prevail.

Contents

Preface	1
What's New	5
Part I: General Information	6
1 Overview	6
1.1 Program intent.....	6
1.2 Arrangements available.....	6
1.3 Response and recovery planning.....	8
1.4 Assistance summary and key contacts	8
1.5 Governance.....	9
2 State Disaster Relief Arrangements	11
2.1 Overview.....	11
2.2 Activation.....	11
2.3 Activation trigger	11
2.4 Area defined for receipt of assistance	11
2.5 Assistance available	11
2.6 Exclusions.....	11
3 Natural Disaster Relief and Recovery Arrangements	12
3.1 Overview.....	12
3.2 Eligible disasters	12
3.3 Activations.....	12
3.4 Activation trigger.....	13
3.5 Area defined for receipt of assistance	13
3.6 Commonwealth / State cost sharing arrangements	13
3.7 Public acknowledgment of State and Commonwealth assistance	14
3.8 Assistance available.....	14
3.9 Exclusions.....	15
Part II: Relief and Recovery Arrangement Relief Measures – Standard Assistance to Individuals	17
4 Personal Hardship Assistance Scheme (PHAS)	17
4.1 Overview	17
4.2 Administering authority	17
4.3 Activation.....	17
4.4 Activation trigger	17
4.5 Assistance available	17
4.6 Eligibility.....	19
4.7 Application process.....	21
4.8 Administration	21
4.9 Further information.....	21
5 Essential Services Safety and Reconnection Scheme	22
5.1 Overview	22
5.2 Administering authority	22
5.3 Activation.....	22
5.4 Activation trigger	22
5.5 Assistance available	22
5.6 Eligibility	23
5.7 Application procedure.....	23
5.8 Payments	23
5.9 Further information.....	23
Part III: Relief and Recovery Arrangement Relief Measures – Standard Assistance to the Community	24
6 Counter Disaster Operations	24
6.1 Overview	24
6.2 Administering authority	24
6.3 Activation.....	24
6.4 Activation trigger	24
6.5 Assistance available	24
6.6 Eligibility	24
6.7 Application procedure.....	27
6.8 Time limit for submissions.....	27
6.9 Reimbursement.....	27
6.10 Further information.....	27
7 Restoration of Essential Public Assets	28
7.1 Overview	28
7.2 Administering authority	28
7.3 Activation.....	28
7.4 Activation trigger	28
7.5 Assistance available	28
7.6 Eligibility	28
7.7 Betterment.....	33
7.8 Application and assessment procedure	34
7.9 Submission progress reporting	34
7.10 Submission acquittal and finalisation	34
7.11 Time limit of submissions/expenditure.....	35
7.12 Subsequent NDRRA activations	36
7.13 Reimbursement.....	36
7.14 Further information.....	36
8 Natural Disaster Assistance (Concessional Loans) for Small Business	37
8.1 Overview.....	37
8.2 Administering authority	37
8.3 Activation.....	37
8.4 Activation trigger	37

8.5	Assistance available	37
8.6	Interest rates.....	37
8.7	Repayment.....	37
8.8	Security.....	38
8.9	Eligibility.....	38
8.10	Application procedure.....	38
8.11	Time limit for claims.....	38
8.12	Further information.....	38
9	Essential Working Capital Loans Scheme for Small Business	39
9.1	Overview.....	39
9.2	Administering authority	39
9.3	Activation.....	39
9.4	Activation trigger	39
9.5	Assistance available	39
9.6	Interest rates.....	39
9.7	Repayment.....	39
9.8	Security.....	40
9.9	Eligibility.....	40
9.10	Application procedure.....	40
9.11	Time limit for claims.....	40
9.12	Further information.....	40
10	Natural Disaster Assistance (Concessional Loans) for Primary Producers	41
10.1	Overview	41
10.2	Administering authority	41
10.3	Activation.....	41
10.4	Activation trigger	41
10.5	Assistance available	41
10.6	Interest rates.....	41
10.7	Repayment.....	42
10.8	Security.....	42
10.9	Eligibility.....	42
10.10	Application procedure.....	42
10.11	Time limit for claims	42
10.12	Further information.....	42
11	Essential Working Capital Loans Scheme for Primary Producers	43
11.1	Overview	43
11.2	Administering authority	43
11.3	Activation.....	43
11.4	Activation trigger	43
11.5	Assistance available	43
11.6	Interest rates.....	43
11.7	Repayment.....	44
11.8	Security.....	44
11.9	Eligibility.....	44
11.10	Application procedure.....	44
11.11	Time limit for claims	44
11.12	Further information.....	44
12	Freight Subsidies for Primary Producers	45
12.1	Overview.....	45
12.2	Administering authority	45
12.3	Activation.....	45
12.4	Activation trigger	45
12.5	Assistance available	45
12.6	Eligibility.....	45
12.7	Further information.....	45
13	Natural Disaster Assistance (Concessional Loan and Grant Packages) for Non-Profit Organisations... 46	46
13.1	Overview	46
13.2	Administering authority	46
13.3	Activation.....	46
13.4	Activation trigger	46
13.5	Assistance available	46
13.6	Eligibility.....	46
13.7	Application procedure.....	47
13.8	Time limit for claims	47
13.9	Further information.....	47
14	Essential Working Capital Loans Scheme for Non-Profit Organisations.....	48
14.1	Overview.....	48
14.2	Administering authority	48
14.3	Activation.....	48
14.4	Activation trigger	48
14.5	Assistance available	48
14.6	Interest rates.....	48
14.7	Repayment.....	49
14.8	Security.....	49
14.9	Eligibility.....	49
14.10	Application procedure.....	49
14.11	Time limit for claims	49
14.12	Further information.....	49
Part IV: Queensland Relief and Recovery Arrangement Relief Measures – Category C Special Circumstances		
Assistance Arrangements		50
15	Community Recovery Package	50
15.1	Overview	50
15.2	Activation trigger	50
15.3	Community Recovery Fund.....	50
15.4	Special Disaster Assistance (Clean-up and Recovery Grants) for Small Businesses and Non-Profit Organisations	51

15.5	Special Disaster Assistance (Clean-up and Recovery Grants) for Primary Producers	52
16	Extraordinary Special Assistance (Category D).....	54
16.1	Overview	54
16.2	Administering authority	54
16.3	Activation trigger	54
16.4	Eligibility	54
16.5	Application process.....	54
Appendix 1: Definitions		55

What's New

- **General changes**
- Guidelines updated to align with Commonwealth Determination 2012 (Version 2):
 - Notification of Record Keeping and availability of documents for Commonwealth viewing within one month (s. 1.5.6);
 - Notification of Commonwealth assurance activities (s. 1.5.7);
 - Notification to Commonwealth of NDRRA events within three months (s. 3.3.1)
 - Clarification of public acknowledgement of Commonwealth/State assistance (s. 3.7)
 - Update to eligibility of primary producers under Freight Subsidies for Primary producers (s. 12)
 - Update to Definitions to align with Commonwealth's clarified definitions, including amended definitions for primary producer, small business, non-profit organisation (Appendix 1)
- Amendment to Extension of Time (EOT) due date to QRA from 30 June to 31 May to meet Commonwealth requirements (s. 7.11.3)
- Inclusion of criteria for Category C Community Recovery Package (s. 15)

Part I: General Information

1 Overview

Responsibility for activating the Natural Disaster Relief and Recovery Arrangements (NDRRA) lies with the Minister for Police, Fire and Emergency Services (the Minister). The Director-General of the Department of the Premier and Cabinet activates the State Disaster Relief Arrangements (SDRA). Coordinating the financial relief and recovery measures from a whole-of-government perspective and direct support for activations is provided by the Queensland Reconstruction Authority (QRA).

1.1 Program intent

The intent of this program is to assist the relief and recovery of communities whose social, financial and economic well-being has been severely affected by a disaster event.

The Queensland Disaster Relief and Recovery Arrangements exist to provide financial support to Queensland communities affected by disaster events. The arrangements are designed to provide a 'safety net' to those in immediate need and who are unable to affect their own recovery.

The eligibility of expenditure under the Commonwealth/State Natural Disaster Relief and Recovery Arrangements (NDRRA) or the Queensland State Disaster Relief Arrangements (SDRA) related to efforts to assist in the community's relief and recovery, should not be a consideration when determining whether action should be undertaken.

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

- a) recovery is a shared responsibility for individuals, households, businesses and communities, as well as for all levels of governments where access to capital or appropriate strategies for natural disaster mitigation are considered; and
- b) its assistance is not to supplement, or operate as a disincentive for, self-help by way of either access to capital or appropriate strategies for natural disaster mitigation or provide compensation; and
- c) the assistance is designed to achieve an efficient allocation of resources.

The arrangements do not extend to disasters where poor environmental planning, commercial development, personal intervention (excluding eligible terrorist events) or accidents are significant contributing factors to the event. While the schemes provide a measure of financial support, the primary responsibility for the safeguarding and restoration of private and public assets remain with the owner. The financial exposure borne to taxpayers (at all levels of government) under the NDRRA/SDRA should be minimised.

Note: For the purposes of this guideline, and in line with the Commonwealth's determination that the NDRRA be extended to include terrorist events, the term 'eligible disaster' or 'natural disaster' will be used through the majority of this document.

1.2 Arrangements available

Within Queensland, one of two financial arrangements can be activated to assist individuals or communities affected by a disaster event.

1.2.1 Natural Disaster Relief and Recovery Arrangements (NDRRA)

Natural disasters (including terrorist events) often result in large-scale expenditure by governments in the form of disaster relief and recovery payments and infrastructure restoration. To assist with this burden, the Commonwealth and Queensland Government have made arrangements to provide financial assistance to the states in some circumstances. Usually the assistance is in the form of partial reimbursement of actual expenditure.

The Commonwealth's assistance is set out in the *Natural Disaster Relief and Recovery Arrangements Determination 2012 (Version 2)* (the Determination) and are administered by the Attorney-General's Department (www.em.gov.au).

Where there are (unintended) inconsistencies between these state guidelines and the Commonwealth Determination, the Determination will prevail.

The intent of the NDRRA is to assist the recovery of communities whose social, financial and economic well-being has been severely affected by an eligible disaster event. Eligible disasters can include any one of, or combination of the following:

- bushfire
- flood
- storm
- tornado
- cyclone
- landslide
- storm surge
- tsunami
- earthquake
- meteor strike
- terrorist event

The Determination establishes four categories of assistance available under the NDRRA program:

Category A	<ul style="list-style-type: none"> a) A form of emergency assistance that is given to <i>individuals</i> to alleviate their personal hardship or distress arising as a direct result of an eligible disaster. b) Counter Disaster Operations for direct assistance to an individual.
Category B	<ul style="list-style-type: none"> a) Restoration or replacement of eligible essential public assets damaged as a direct result of an eligible disaster (assistance must meet requirements). b) Loans to small businesses, primary producers and loan/grant packages for non-profit organisations. c) Freight subsidies to primary producers. d) Grants to needy individuals. e) Counter Disaster Operations for the protection of the general public.
Category C	A community recovery package designed to support a holistic approach to the recovery of regions, communities or sectors severely affected by an eligible disaster.
Category D	An act of relief or recovery carried out to alleviate distress or damage in circumstances that are exceptional.

The Queensland Disaster Relief and Recovery Arrangements Guidelines (this document) outline a range of pre-agreed relief measures under the Commonwealth’s Categories A and B, also known as ‘standard assistance’.

These arrangements exist between the Queensland Government through the Minister and the Commonwealth Government through the Attorney-General, for reimbursement of expenditure on eligible disaster events, and provide a cost sharing formula for these relief measures between the State of Queensland (the State) and the Commonwealth.

Under the Determination, Category C and D is special assistance beyond the standard NDRRA arrangements and may be made available to the State upon formal request. The Community Recovery Package available under Category C is designed to provide assistance to enable holistic recovery of a community severely affected by an eligible disaster event. Other acts of relief and recovery (also known as extraordinary special arrangements) under Category D enable funding to alleviate distress or damage in circumstances that are deemed exceptional in the opinion of the Prime Minister. The cost sharing of this assistance is determined at the time of the event.

1.2.2 State Disaster Relief Arrangements (SDRA)

The intent of the SDRA is to assist in the relief of communities whose well-being has been severely affected by a disaster event (natural or non-natural). The SDRA is 100 per cent state funded, and therefore not subject to the Commonwealth event eligibility provisions or the Small Disaster Criterion that exists under the NDRRA. As a consequence, the SDRA is able to address a wider range of disaster events and circumstances where personal hardship exists.

1.3 Response and recovery planning

To aid those involved in the response to and recovery from a disaster event, the following table has been developed as a guide to identify where certain standard NDRRA/SDRA assistance relief measures may be relevant in these processes.

<p>Economic Support</p> <ul style="list-style-type: none"> • Essential Working Capital Loans Scheme for Non-profit Organisations (NDRRA) • Essential Working Capital Loans Scheme for Primary Producers (NDRRA) • Essential Working Capital Loans Scheme for Small Business (NDRRA) • Natural Disaster Assistance (Concessional Loans) for Primary Producers (NDRRA) • Natural Disaster Assistance (Concessional Loans) for Small Business (NDRRA) • Natural Disaster Assistance (Concessional loan/grant packages) for Non-Profit Organisations (NDRRA) • Freight Subsidies for Primary Producers (NDRRA) 	<p>Social Support</p> <ul style="list-style-type: none"> • Personal Hardship Assistance Scheme (NDRRA and SDRA) • Counter Disaster Operations (NDRRA and SDRA) • Essential Services Safety and Reconnection Scheme (NDRRA) • Natural Disaster Assistance (Concessional loan/grant packages) for Non-Profit Organisations (NDRRA)
<p>Essential Public Infrastructure (Built Environment)</p> <ul style="list-style-type: none"> • Restoration of Essential Public Assets (NDRRA) 	<p>Natural Environment</p> <ul style="list-style-type: none"> • NOT available under standard SDRA and/or NDRRA

NOTE: Special Assistance (Community Recovery Package and Extraordinary Special Arrangements) under the NDRRA may be available. These special assistance measures may fall within any or all of the above response and recovery quadrants.

1.4 Assistance summary and key contacts

The following table provides a quick reference to the assistance that may be available to individuals, communities, local and state government agencies affected by an active NDRRA/SDRA event.

For information regarding whole-of-government program management, please contact QRA. Contact details are provided in the table below.

	Relief Measures Available	Contact Details
Individuals	<ul style="list-style-type: none"> • Personal Hardship Assistance Scheme • Essential Services Safety and Reconnection Scheme 	Department of Communities, Child Safety and Disability Services Community Recovery Hotline: 1800 173 349
Small Businesses	<ul style="list-style-type: none"> • Natural Disaster Assistance (Concessional Loans) • Essential Working Capital Loans Scheme • Special Disaster Assistance (Grants) 	QRAA Telephone: 1800 623 946 Website: www.graa.qld.gov.au
Primary Producers	<ul style="list-style-type: none"> • Natural Disaster Assistance (Concessional Loans) • Essential Working Capital Loans Scheme • Special Disasters Assistance (Grants) • Freight Subsidies for Primary Producers 	QRAA Telephone: 1800 623 946 Website: www.graa.qld.gov.au Department of Agriculture and Fisheries Telephone: 07 3224 8832 Website: www.daf.qld.gov.au

	Relief Measures Available	Contact Details
Non-Profit Organisations	<ul style="list-style-type: none"> Natural Disaster Assistance for Non-Profit Organisations Essential Working Capital Loans Scheme 	QRAA Telephone: 1800 623 946 Website: www.qraa.qld.gov.au
Local Government	<ul style="list-style-type: none"> Counter Disaster Operations Restoration of Essential Public Assets 	Queensland Reconstruction Authority Telephone: 1800 110 841 Websites: www.qldreconstruction.org.au www.disaster.qld.gov.au
State Government	<ul style="list-style-type: none"> Counter Disaster Operations Restoration of Essential Public Assets 	Queensland Reconstruction Authority Telephone: 1800 110 841 Websites: www.qldreconstruction.org.au www.disaster.qld.gov.au

1.5 Governance

1.5.1 Allowable Time Limit

Approved expenditure for eligible events under pre-agreed relief measures can be incurred in the period of 24 months after the end of the financial year in which the relevant disaster occurred. However, there are time limits that apply for specific relief measures and activities conducted under those relief measures. These time limits are outlined in the appropriate relief measure.

Extensions above the time limits may be requested in exceptional circumstances through QRA.

1.5.2 Goods and Services Tax (GST)

When claiming reimbursement of expenditure the amount to be submitted should be the GST exclusive actual cost incurred.

1.5.3 Submission assessment

All submissions are assessed in accordance with the *Financial Accountability Act*.

1.5.4 Insurance

State and local governments must have adequate capital or access to capital to fund liabilities or infrastructure losses, where possible. State and local governments must proactively explore a range of insurance options in the marketplace and assess available options on a cost-benefit basis.

1.5.5 Reporting

1.5.5.1 Ad-hoc reporting

Ad-hoc reporting may be requested of all agencies to QRA as required.

1.5.5.2 Regular program reporting

At regular intervals (up to four times per year), state and local government agencies are required to provide actual and estimated expenditure to QRA for the current financial year and next two financial years for NDRRA eligible disaster events. Data is to be provided to QRA using a template supplied, within the requested timeframe. This is to facilitate reporting requirements of the Commonwealth and Queensland Treasury.

1.5.6 Record Keeping

State and local government agencies must keep an accurate audit trail for seven years, consistent with Section 286(2) of the Corporations Act 2001.

For assurance purposes, the Commonwealth may at any time, via the QRA, request documentation from state and local government agencies to evidence the state's compliance with any aspect of the Determination.

The Commonwealth may at any time, via the QRA, ask state or local governments to provide information, including access to project level information, to confirm that acquittal of a submission is in accordance with the principles, conditions, and eligibility rules of the Determination and its guidelines.

1.5.7 Assurance Activities

The Commonwealth may at any time undertake assurance activities either directly or via an independent advisor.

These assurance activities may include, but are not limited to:

- audit;
- site inspections;
- obtaining relevant documentary evidence to support value for money assessments;
- verification reviews on measures or projects.

1.5.8 Queensland Relief and Recovery Arrangements Guidelines Review

These guidelines are reviewed by QRA annually, or as required, in collaboration with administering agencies of relief measures.

Enquiries regarding information contained within these guidelines should be referred to:

Strategic Policy
Queensland Reconstruction Authority
PO Box 15428, City East 4002
Telephone: (07) 3035 6916 / Facsimile: (07) 3008 7299
E-mail: info@qldra.org.au

2 State Disaster Relief Arrangements

2.1 Overview

The State Disaster Relief Arrangements (SDRA) are a wholly state funded, all hazards, personal hardship financial assistance package that can be activated to assist Queensland communities recover from a disaster event. The SDRA are not subject to the Commonwealth imposed event eligibility provisions or the Small Disaster Criterion that exists under the NDRRA. As a consequence, the SDRA is able to address a wider range of disaster events and circumstances where personal hardship exists.

2.2 Activation

The Director-General of the Department of the Premier and Cabinet is responsible for the activation of the SDRA. Direct support for this role is provided by the QRA.

Where the SDRA is activated, notification of the activation, relief measures activated and area defined for receipt of assistance will be distributed via email to key stakeholders and online at www.qldreconstruction.org.au and www.disaster.qld.gov.au.

2.3 Activation trigger

As a personal hardship program the SDRA can only be activated when advice is received from the Department of Communities, Child Safety and Disability Services, as the administering authority, to activate the Personal Hardship Assistance Scheme. The advice must stipulate 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 event, or that there are no local service providers to assist in the event of a disaster.

2.4 Area defined for receipt of assistance

The area defined for the receipt of assistance is provided by the Department of Communities, Child Safety and Disability Services and may consist of residents, a single community, a local government area or a number of local government areas that have been directly impacted by an eligible disaster event.

In order to determine disaster affected communities eligible for SDRA funding, the Director-General will define a specific date range and geographic boundary to which SDRA relief measures will apply. This 'area definition' will also indicate the disaster event and its timing. Typically the area definition will read -

"Communities within [insert geographic area] affected by [insert eligible disaster type i.e. flooding, storms, cyclone etc] in/from [insert month or date]".

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

2.5 Assistance available

There are two relief measures available for activation under the SDRA: *Personal Hardship Assistance Scheme* and *Counter Disaster Operations*

2.5.1 Personal Hardship Assistance Scheme

Financial assistance for individuals suffering personal hardship and distress may be available for immediate needs, essential household contents and structural assistance.

2.5.2 Counter Disaster Operations

Eligible extraordinary operational costs incurred as a direct result of the event or impending event.

2.6 Exclusions

The protection, emergency repairs and restoration of state and local government assets are not covered under the SDRA. The Restoration of Essential Public Assets relief measure and all other relief measures require the NDRRA to be activated.

3 Natural Disaster Relief and Recovery Arrangements

3.1 Overview

A mechanism used by the Queensland Government for providing financial assistance to communities affected by eligible disaster events is the Natural Disaster Relief and Recovery Arrangements (NDRRA).

These arrangements provide a cost sharing formula between the Commonwealth and the State as well as a range of pre-agreed relief measures. The Commonwealth Attorney-General determines the terms and conditions of assistance under the NDRRA (including loans and subsidies). All assistance schemes must comply with the Determination and additional supplementary clarifications, and are subject to Commonwealth acceptance.

3.2 Eligible disasters

An eligible disaster as defined in the Determination (Section 1.1) means a serious disruption to a community or region caused by the impact of a naturally occurring rapid onset event that threatens or causes death, injury or damage to property or the environment and that requires significant and coordinated multi-agency and community response.

Such serious disruption can be caused by any one, or a combination, of the following natural hazards: bushfire, earthquake, flood, major storm, cyclone, storm surge, landslide, tsunami, meteorite strike, tornado, or terrorist event.

Eligible disasters do not include disasters where human activity is a significant contributing cause (e.g. poor environmental planning, commercial development, personal intervention (excluding arson and eligible terrorist events) or accidents).

3.3 Activations

3.3.1 Standard arrangements – personal and community

The Queensland Minister for Police, Fire and Emergency Services, supported by QRA, is responsible for activating and coordinating the delivery of NDRRA relief measures.

Following a disaster event, state and/or local government agencies are to advise the QRA (via its Regional Liaison Officer or email NDRRA@qldra.org.au) that it has been impacted by a disaster event and activation of the NDRRA may be required.

QRA, on behalf of the Minister, will consult with administrative agencies to obtain initial expenditure estimates on eligible relief measures. If collated expenditure estimates on eligible relief measures exceed the Small Disaster Criterion set by the Commonwealth (\$240,000 for 2015/16) and the event meets the definition of an eligible event, QRA will advise the Minister that it is appropriate to activate the NDRRA. QRA must notify the Commonwealth of an eligible disaster event within three (3) months of the disaster occurring.

For isolated disaster events that do not reach the NDRRA criteria, the SDRA may apply to relief measures for community response and assistance to individuals. The relief measures are activated upon an identification of need by the administering agencies as detailed under the requirements for each measure.

The activation of the NDRRA and relief measures is distributed to key stakeholders via an email notification and the details of the NDRRA activation are also made available online at www.qldreconstruction.org.au and www.disaster.qld.gov.au in the “NDRRA activations” section.

3.3.2 Special circumstances assistance – Community Recovery Package and extraordinary special arrangements

Following a severe eligible disaster event, the activation of the Community Recovery Package (Category C) and extraordinary special arrangements (Category D) may be considered. Relief measures offered under these categories are additional to the standard assistance available under the NDRRA, and are beyond what is usually required to support a community to recover.

Note: Category A and Category B and their component parts are stand-alone and can be activated individually and non-sequentially. *However, Category C and D assistance cannot be activated without Category B being available.*

3.4 Activation trigger

3.4.1 Standard assistance

To activate the NDRRA, the event must meet the definition of an eligible disaster and eligible expenditure must exceed the Small Disaster Criterion, set by the Commonwealth. That is, eligible expenditure incurred undertaking eligible activities across all state and local government agencies impacted by the event, must exceed the Small Disaster Criterion. The Small Disaster Criterion for 2015/16 is \$240,000.

Each relief measure also has an activation trigger, and must meet the Commonwealth definitions pertaining to eligible disasters and eligible claims.

3.4.2 Special assistance

For special assistance to be considered, standard NDRRA assistance must be activated. There must also be joint agreement between the Premier and the Prime Minister for special assistance to be activated.

3.5 Area defined for receipt of assistance

3.5.1 Standard assistance

In order to determine disaster affected communities eligible for NDRRA funding, the Minister will define a specific date range and geographic boundary to which NDRRA relief measures will apply. This 'area definition' will also indicate the disaster event and its timing.

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].

3.5.2 Special assistance

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

NOTE: The declaration of a disaster situation and the area covered by the declaration is not related to the activation of the NDRRA and the area defined for the receipt of financial assistance.

The '**declaration of a disaster situation**' is a formal declaration invoked under the *Disaster Management Act 2003*. It is a short-term declaration that provides additional operational powers to the Queensland Police Service and emergency services prior to, during and in the immediate wake of a disaster event.

The '**activation of the NDRRA**' by the Minister provides jointly funded State/Commonwealth financial assistance to communities affected by eligible disaster events.

3.6 Commonwealth/State cost sharing arrangements

Commonwealth assistance during a financial year for State expenditure on Category A, B and C measures is calculated as follows:

First Threshold - 0.225 per cent of the State's total general government sector revenue and grants in the financial year two years prior to the relevant financial year; and

Second Threshold - 1.75 times the State's first threshold.

- a) If the State's first threshold has not been exceeded—50 per cent of state expenditure on Category A and C measures for one or more eligible disasters.
- b) If the State's first threshold has been exceeded—50 per cent of state expenditure on Category A, B and C measures for one or more eligible disasters, between the state's first and second threshold; plus 75 per cent of all such expenditure in excess of the state's second threshold.

The cost sharing ratio between the Commonwealth and the State for each Category D relief measure will be calculated at a rate determined by the Commonwealth on approval of each Category D program.

3.7 Public acknowledgment of State and Commonwealth assistance

The Determination states that a prerequisite for assistance is recognition of the Commonwealth contribution to assistance provided under the NDRRA. To comply with this requirement, public advice and media releases should refer to assistance as being “jointly funded by the Commonwealth and Queensland under the Natural Disaster Relief and Recovery Arrangements”.

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

In addition, the Federal Member of the House of Representatives must be notified in writing where there is an intention to undertake essential public asset restoration or replacement project (including for assets owned by local governments) in their electorate.

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

- a) media releases regarding NDRRA assistance measures;
- b) essential public asset ceremonies;
- c) media events that include reference to NDRRA funding or relief measures; or
- d) plaques and signage at any asset restoration or replacement project sites.

QRA may assist with coordinating this process for applicants. Evidence of Commonwealth acknowledgement for joint funding must be provided to the Commonwealth at the time the State submits a claim. State and local government agencies must submit evidence if requested by QRA to meet this requirement.

3.8 Assistance available

The following available assistance is designed to help those within the community who do not have the resources to provide for their own recovery.

3.8.1 Standard assistance (Category A & B)

Relief measure	Assistance available
Counter Disaster Operations (QRA)	<ul style="list-style-type: none"> Counter Disaster Operations are activities undertaken by local and state government agencies to provide direct assistance to, and in the protection of, the general public immediately before, during and immediately following a disaster event.
Restoration of Essential Public Assets (QRA)	<ul style="list-style-type: none"> Reimbursement to local and state government agencies for the restoration or replacement of essential public assets to their pre-disaster standard.
Natural Disaster Assistance (Concessional Loans) for Primary Producers (QRAA)	<ul style="list-style-type: none"> Concessional loans to primary producers who have suffered direct damage caused by an eligible disaster.
Essential Working Capital Loans Scheme for Primary Producers (QRAA)	<ul style="list-style-type: none"> Concessional loans to primary producers who have suffered a significant loss of income as a consequence of an eligible disaster.
Freight Subsidies to Primary Producers (DAF)	<ul style="list-style-type: none"> Assistance for movement of feed, building/fencing materials, stock, fodder, water, machinery/equipment and fuels (50% subsidy).
Natural Disaster Assistance (Concessional Loans) for Small Business (QRAA)	<ul style="list-style-type: none"> Concessional loans to small business operators who have suffered direct damage caused by an eligible disaster.
Essential Working Capital Loans Scheme for Small Business (QRAA)	<ul style="list-style-type: none"> Concessional loans to small businesses who have suffered a significant loss of income as a consequence of an eligible disaster.

Relief measure	Assistance available
Natural Disaster Assistance (Concessional Loan and Grant Packages) for Non-Profit Organisations (QRAA)	<ul style="list-style-type: none"> Concessional loan/grant packages to non-profit organisations which have suffered direct damage caused by an eligible disaster standard.
Essential Working Capital Loans Scheme for Non-Profit Organisations (QRAA)	<ul style="list-style-type: none"> Concessional loans to non-profit organisations who have suffered a significant loss of income as a consequence of an eligible disaster.
Personal Hardship Assistance Package (Department of Communities, Child Safety and Disability Services)	<ul style="list-style-type: none"> To alleviate personal hardship and distress. Immediate Hardship Assistance – provides for the acquisition of food, clothing, accommodation and medical supplies in the immediate aftermath of an event. Immediate Hardship Assistance – Essential Services – provides assistance for individuals or families suffering hardship from an extended loss of essential services. Essential Household Contents Grant/replacement. Repairs/replacement of dwellings.
Essential Services Safety and Reconnection Scheme (Department of Communities, Child Safety and Disability Services)	<ul style="list-style-type: none"> Provides financial assistance of up to \$5,000 to individuals and families as a contribution towards safety inspections of and repairs to essential services (e.g. electricity, gas, water and sewerage) damaged by an eligible disaster.

3.8.2 Special circumstances assistance (Category C & D)

Under special circumstances assistance there are two (2) categories that may be considered for activation:

3.8.2.1 Community Recovery Package (Category C)

Relief measures that may be made available under this Category include:

Relief Measure	Assistance Available (NB: figures provided are current rates)
Special Disaster Assistance (Clean-up and Recovery Grants) for Primary Producers	<ul style="list-style-type: none"> Grants to primary producers who have suffered direct damage caused by an eligible disaster.
Special Disaster Assistance (Clean-up and Recovery Grants) for Small Business	<ul style="list-style-type: none"> Grants to small business operators who have suffered direct damage caused by an eligible disaster.
Special Disaster Assistance (Clean-up and Recovery Grants) for Non-Profit Organisations	<ul style="list-style-type: none"> Grant to non-profit organisations who have suffered direct damage caused by an eligible disaster.
Community Recovery Fund	<ul style="list-style-type: none"> Aimed at community recovery, community development and community capacity building for the future.

3.8.2.2 Exceptional Circumstance Assistance (Category D)

This relates to acts of relief and recovery that are considered exceptional. It is extraordinary special assistance for funding above and beyond the standard suite of NDRRA assistance. Approval is by the Prime Minister and Premier. There are no set relief measures available under this category.

3.9 Exclusions

Ineligible events under NDRRA:

- a) drought*
- b) frost
- c) heatwave
- d) epidemic events resulting from:
 - i. poor environmental planning

- ii. commercial development; or
 - iii. personal intervention (excluding eligible arson and terrorist events)
- e) Non-natural disasters (excluding terrorist events)
- f) Small natural disasters where state expenditure (on all assistance measures) does not exceed the Commonwealth Small Disaster Criterion.
- g) Disaster events that do not meet the Commonwealth definition of a disaster.

* The Commonwealth and State Governments provide a number of drought measures under other funding arrangements. Further information regarding this assistance is available from Centrelink and the Queensland Department of Agriculture and Fisheries.

Part II: Relief and Recovery Arrangement Relief Measures – Standard Assistance to Individuals

4 Personal Hardship Assistance Scheme (PHAS)

4.1 Overview

The Personal Hardship Assistance Scheme provides financial assistance to individuals and families directly affected by an eligible disaster event who require support to provide for their own recovery or would otherwise experience more serious hardship. Subject to eligibility, the scheme provides financial assistance contributing toward:

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

This relief measure is available under NDRRA Category A (refer Determination s. 5.2.1 – emergency assistance to individuals) and the SDRA. Operations carried out must be intended to reduce personal hardship and distress.

4.2 Administering authority

Department of Communities, Child Safety and Disability Services

4.3 Activation

Requested By: Department of Communities, Child Safety and Disability Services

Activation Authority: The Minister for Police, Fire and Emergency Services (NDRRA)
Director-General of the Department of the Premier and Cabinet (SDRA)

4.4 Activation trigger

Activation of the NDRRA/SDRA and activation of this measure is upon advice from the Department of Communities, Child Safety and Disability Services 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.

4.5 Assistance available

There are four grants available to eligible individuals and families under the Personal Hardship Assistance Scheme – *Immediate Hardship Assistance*, *Immediate Hardship Assistance - Essential Services*, the *Essential Household Contents Grant* and the *Structural Assistance Grant*.

The purpose of this assistance 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.

Eligibility criteria for the grants are detailed at Section 4.6. Applicants may also be referred to local service providers supporting community recovery.

These grants are in addition to the 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.

4.5.1 Immediate Hardship Assistance

Immediate Hardship Assistance is a grant that is available to address the immediate needs (e.g. food, clothing, emergency accommodation or medical supplies) of individuals and families who are unable to provide for their own recovery from their own resources. The grant amount is \$180 for individuals and up to \$900 for families.

4.5.2 Immediate Hardship Assistance – Essential Services

A second grant is available for individuals or families who are directly impacted by the loss of one or more essential services for more than five (5) days, are suffering hardship and are unable to provide for their own recovery from their own resources. The grant amount is \$150 for individuals and up to \$750 for families.

4.5.3 Essential Household Contents Grant

The Essential Household Contents Grant is a financial contribution towards the repair or replacement of uninsured essential household contents. The maximum grant amount is \$1765 for an individual and \$5300 for couples or families. The grant amount is based on the maximum contribution towards eligible items detailed in the table below where this contribution does not exceed the pre-disaster value of the damaged or lost item.

Table: Essential Household Contents Grant eligible items and maximum contribution

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 & 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	\$230
7 piece dining	\$340
Floor coverings	
Per square metre	\$20
Maximum assistance (14 square metres)	\$280
Clothing & shoes	
Each adult 18 years and over	\$365
Each child under 18 years	\$230
Major appliances / whitegoods	
Refrigerators (fridge-freezers)	\$465
Freezers (standalone) ¹	\$310
Non-fixture stove	\$310
Washing machine	\$310
Clothes dryer ¹	\$155
Water pumps (to bring water to the home) ¹	\$365
Air conditioners	\$310
Hot water systems (home owners only – not tenants)	\$340

Notes:

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

4.5.4 Structural Assistance Grant

The Structural Assistance Grant is a financial contribution toward the repair of damage to a dwelling (including caravans and residential vessels) caused by an eligible disaster to return it to a safe, habitable and secure condition.

The maximum grant amount is \$10,995 for individuals and \$14,685 for couples or families. The grant amount is determined in consultation with the Department of Housing and Public Works 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.

Where the cost of essential repairs exceeds the maximum grant amount and all avenues of alternative assistance have been exhausted, consideration may be given to additional assistance on a case-by-case basis.

4.6 Eligibility

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

Additional eligibility criteria specific to each grant are detailed below. Other criteria may apply and applicants should contact the Department of Communities, Child Safety and Disability Services for further information.

4.6.1 Immediate Hardship Assistance

Immediate Hardship Assistance is available to individuals and families who, as a direct consequence of an eligible disaster event, are in immediate need of food, clothing, accommodation and /or medical supplies and are unable to provide for themselves from their own resources. Immediate Hardship Assistance is only available for seven days following activation. The timeframe of this grant can be extended (maximum availability period of 28 days) where necessary and appropriate by the Minister for Communities, Women and Youth.

Applicants for this grant are not required to meet income criteria.

The following circumstances are **not** grounds for receiving Immediate Hardship Assistance:

- a) business loss or damage including compensation for loss of income
- b) farm or property damage (excluding a principal place of residence)
- c) loss of tools of trade
- d) essential services outage (under six days)
- e) isolation within properties.

4.6.2 Immediate Hardship Assistance – Essential Services

The Immediate Hardship Assistance - Essential Services grant payment is available for individuals or families who are directly impacted by the loss of one or more essential services to 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. Assistance is only available for seven days following activation of this grant. The timeframe of this grant can be extended (maximum availability period of 28 days) where necessary and appropriate by the Minister for Communities, Women and Youth.

An Essential Service is deemed to be:

- a) electricity (including generators where property is powered by generators or other power supply such as turbine power or solar power)
- b) gas (including bottled gas)
- c) water (including water tanks where property is reliant on tank water)
- d) sewerage (including septic tanks).

This payment will be available for loss of:

- electricity, including other forms of power supply (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 (only when the property is gas only, if there is electricity to the property, then the loss of gas alone does not qualify for assistance)
- water (only when alternative water is not being supplied)
- sewerage when residents are unable to stay in their homes due to health and safety issues.

Applicants are required to provide permission for their details to be cross checked with the relevant service provider. Applicants for this grant are not required to meet income criteria.

The following circumstances are **not** grounds for receiving Immediate Hardship Assistance - Essential Services:

- 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.

4.6.3 Essential Household Contents Grant

To be eligible, applicants must:

- a) own the essential household items in their principal place of residence that are the subject of the grant application
- b) not be insured for household contents (proof of outcome required for applicants who have had insurance claims declined)
- c) meet income criteria (refer Section 4.6.5).

4.6.4 Structural Assistance Grant

To be eligible, applicants must:

- a) own the dwelling that is the subject of the grant application
- b) have occupied the dwelling as their principal place of residence at the time of the 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 income criteria (refer Section 4.6.5).

Note: Only repairs to render dwellings safe, habitable, secure and compliant with local government regulations are claimable. This does not include repairs to damage that existed prior to the disaster event.

4.6.5 Income test

Income tests are applied to applications for the Essential Household Contents Grant and the Structural Assistance Grant and 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 a certain level. This is called allowable income.

Income includes:

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

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

4.7 Application process

Individuals and families apply directly to the Department of Communities, Child Safety and Disability Services for grants under the Personal Hardship Assistance Scheme. For IHA applications, 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. For Essential Household Contents Grant and Structural Assistance Grant, applicants are required to complete an application form, providing details of damage, proof of identity, proof of income and proof of insurance application outcome. For Structural Assistance Grants, proof of ownership for the dwelling is also required.

Information on the application processes for the Personal Hardship Assistance Scheme is provided by the Department of Communities, Child Safety and Disability Services Community Recovery Hotline.

4.7.1 Immediate Hardship Assistance

Approved Immediate Hardship Assistance grants can be paid directly to applicants via electronic funds transfer, debit card or cheque.

4.7.2 Immediate Hardship Assistance – Essential Services

Approved grants will be provided as a debit card or food voucher, or other appropriate distribution method as determined by the Department of Communities, Child Safety and Disability Services.

4.7.3 Essential Household Contents Grant

Approved Essential Household Content Grants can be paid directly to an applicant via electronic funds transfer or cheque. A home inspection by Community Recovery officers will be required to validate the impact.

4.7.4 Structural Assistance Grant

Assessment of Structural Assistance Grant applications require a home inspection by a representative of the Department of Housing & Public Works and Community Recovery officers to identify damage caused by an eligible disaster and to prepare a scope of works and estimated cost of repairs. Applicants eligible for a Structural Assistance Grant are required to sign a statutory declaration confirming that the financial assistance provided for structural repairs to their dwelling will be used exclusively for that purpose. On satisfying all other criteria and receipt of the Statutory Declaration the Department of Communities, Child Safety and Disability Services will pay the applicant directly or pay contractors as works are completed. The applicant has 12 months to complete the repairs to their dwelling.

4.8 Administration

The Personal Hardship Assistance Scheme is coordinated by the Department of Communities, Child Safety and Disability Services. Assistance can be accessed through local recovery services, a referral to a service support agency or outreach services.

4.9 Further information

Enquiries regarding this relief measure can be made by contacting the Community Recovery Hotline on 1800 173 349 for applicants or 13 QGOV (13 74 68) for other agencies.

5 Essential Services Safety and Reconnection Scheme

5.1 Overview

The Essential Services Safety and Reconnection Scheme provides financial assistance of up to \$5,000 to individuals and families as a contribution towards safety inspections of and repairs to essential services (e.g. electricity, gas, water and sewerage) damaged by an eligible disaster.

This relief measure is available under NDRRA Category B (refer Determination s. 5.3.1 i) – Grants to a needy individual whose assets have been significantly damaged).

5.2 Administering authority

Department of Communities, Child Safety and Disability Services

5.3 Activation

Requested by: Department of Communities, Child Safety and Disability Services

Activation Authority: The Minister for Police, Fire and Emergency Services

5.4 Activation trigger

The Essential Services Safety and Reconnection Scheme is activated upon advice from the Department of Communities, Child Safety and Disability Services that there are no local service providers who have reached their capacity to support individuals and families following an eligible disaster.

5.5 Assistance available

The Essential Services Safety and Reconnection Scheme provides for financial contributions of:

- a) up to \$200 for a safety inspection for each essential service needing reconnection
- b) up to \$4200 to undertake repair work to enable essential service reconnection.

Repair work may include:

- a) 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)
- b) 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.

The maximum grant amount is \$5000 per household, comprising:

• Safety inspection for reconnection of electricity	\$200
• Safety inspection for reconnection of gas	\$200
• Safety inspection for reconnection of water	\$200
• Safety inspection for reconnection of sewerage	\$200
• Replacement/ repair of electrical, gas, water and sewerage equipment	\$4,200

This grant is in addition to the Personal Hardship Assistance Scheme and does not affect the maximum amount payable under that scheme, and vice versa. However, this grant cannot be used for the same purposes of costs claimed under the Personal Hardship Assistance Scheme.

5.6 Eligibility

To be eligible the applicant must:

- a) own the dwelling that is the subject of the grant application; and
- b) have occupied the dwelling as their principal place of residence at the time of the disaster; and
- c) not be insured for the damage caused by the disaster; and
- d) have assets significantly damaged; and
- e) meet the income criteria (refer Section 4.6.5 of this document).

Note: Repair of appliances is not eligible.

5.7 Application procedure

Individuals and families apply directly to the Department of Communities, Child Safety and Disability Services for the Essential Services Safety and Reconnection Scheme.

Applicants are required to:

- a) complete an application form, providing details of damage, proof of identity and proof of ownership of their dwelling
- b) provide evidence from a utility provider (e.g. Energex or local council) that an essential service cannot be reconnected to their home without certification from a suitably qualified person.

Applications can be delivered to community recovery centres. Assessment of Essential Services Safety and Reconnection Scheme applications require a home inspection by a representative of the Department of Housing and Public Works or suitably qualified person. If a suitably qualified person undertakes the inspection, written advice must be provided to the local recovery centre or Department of Communities, Child Safety and Disability Services Regional Office for approval prior to repair work commencing.

5.8 Payments

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

- a) Essential Services Safety Inspection – The Department of Communities, Child Safety and Disability Services will pay directly an applicant with a receipt for completed works or a suitably qualified person providing an invoice for completed, approved work.
- b) Essential Services Repairs – The Department of Communities, Child Safety and Disability Services will pay the applicant directly upon receipt of a quote or an invoice for completed, approved work.

5.9 Further information

Enquiries regarding this relief measure can be made by contacting Department of Communities, Child Safety and Disability Services regional offices (see Section 1.4), online at www.communities.qld.gov.au, or via the Community Recovery Hotline on 1 800 173 349.

Part III: Relief and Recovery Arrangement Relief Measures – Standard Assistance to the Community

6 Counter Disaster Operations

6.1 Overview

Counter Disaster Operations (CDO) are activities undertaken by local and state government agencies to provide direct assistance to an individual, and for the protection of the general public, immediately before, during and in the immediate aftermath of a disaster event. CDO assistance is intended to reduce personal hardship and distress.

This relief measure is available under NDRRA and SDRA. For NDRRA, refer to Determination Category A s. 5.2.1 – emergency assistance to individuals and Category B s. 5.3.1 j counter disaster operations for the protection of the general public and Guideline 2 Counter Disaster Operations.

6.2 Administering authority

Queensland Reconstruction Authority

6.3 Activation

Requested By: Any state government agency acting on behalf of their agency or a local government

Activation Authority: The Minister for Police, Fire and Emergency Services (NDRRA)
Director-General of the Department of the Premier and Cabinet (SDRA)

6.4 Activation trigger

Activation of the NDRRA/SDRA and extraordinary Counter Disaster Operations are required to be undertaken to provide direct assistance to an individual and for the protection of the general public.

6.5 Assistance available

Eligible Counter Disaster Operations (CDO) activities include those directly associated with counter disaster operations carried out to provide direct assistance to an individual and protect the general public immediately before, during and immediately after an eligible event, and are intended to reduce personal hardship and distress.

CDO assistance is not intended to cover a broad range of response-type activities that are otherwise the responsibility of state and local government agencies.

6.6 Eligibility

Eligibility must be demonstrated against the activity undertaken and expenditure claimed. To be eligible to claim Counter Disaster Operations expenditure, the applying applicant must demonstrate it is an *eligible undertaking* (refer Appendix 1: Definitions).

Note not all activities that a state or local government agency is requested to do or chooses to undertake as part of its disaster response will be eligible under the NDRRA/SDRA. The eligibility of expenditure should not be a consideration when determining whether to undertake disaster response activities.

Only extraordinary costs associated with eligible CDO activities can be claimed under the NDRRA/SDRA. **Extraordinary costs** are defined as those that exceed what a state/council could reasonably be expected to incur for these purposes for example:

- where the scale and severity of impact from a disaster is beyond the capacity of a state and/or local government(s) to adequately respond e.g. a major state-wide disaster

- where the cumulative impact of frequent disasters is beyond the capacity of a state and/or local government(s) to adequately respond eg an extended bushfire/flood season.

In accordance with emergency management responsibilities; state and local governments are required to ensure that they are prepared for and able to respond to natural disasters. This includes having a reasonable level of resources (human, capital and financial) to be able to undertake response and recovery activities, including counter disaster operations.

In the situation where the state and/or local government resources are unable to meet the demands of responding to a disaster or disasters, NDRRA/SDRA assistance may be available to assist state and local governments to facilitate eligible CDO activities.

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

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

- activities to render damaged or threatened houses safe and habitable (such activities may include tarping damaged roofs, tree bracing, and structural integrity assessments on residential properties)
- sandbagging and construction of temporary levees to prevent inundation of residential properties
- establishment of bushfire control lines to protect residential properties from threatening bushfires
- cleaning and refilling residential potable water and septic tanks to ensure that residential properties are safe and habitable
- extraordinary Disaster Coordination Centre costs undertaken in direct response to an eligible event that posed an immediate and credible threat to the community, which exceed what a State/Local Government could reasonably be expected to incur for this disaster response
- extraordinary disaster evacuation costs, including evacuation centres, pre-deployment of resources (staff, equipment) to establish the evacuation centres, set-up and management of a facility used as an evacuation centre including costs associated with bedding, basic medical needs, and catering for evacuees
- removal of damaged and/or destroyed items from residential properties to make them safe and habitable, including removal of asbestos, and green waste, limited to clearing around the immediate vicinity of the dwelling and main property access point to ensure safe entry in the immediate aftermath of an eligible event
- establishment, operation and decommission costs of temporary dumpsites to accommodate debris removal from residential properties
- removal and disposal of dead animals from immediate surroundings of a residential property
- provision of psychological first aid and financial counselling aimed at disaster affected people to alleviate personal hardship and distress arising as a direct result of the eligible disaster
- evacuation and care of companion animals where residents are required to evacuate
- evacuation of patients from hospitals and residents from aged/high care facilities
- resupply to isolated residents/communities in accordance with the Queensland Resupply Guidelines (located www.disaster.qld.gov.au)
- establishment, management, and decommissioning of temporary relocatable accommodation of disaster displaced persons
- provision of advice to residents regarding evacuation.

6.6.1 Eligible expenditure

Expenditure is considered eligible when it is extraordinary costs that could normally not be absorbed by, or reasonably managed within, the state or local government agency's financial, human and other resource capacity and are directly associated with the delivery of the above activities. These may include:

- extraordinary wages (above what would normally be incurred) such as overtime, additional allowances, temporary employment costs including consultants and/or contractors, and backfilling (only the additional costs, such as higher duties of backfilling a person undertaking eligible activities is eligible, dependent on type of arrangement, not the salary of the incumbent. Refer Definitions for further information)
- essential transportation or charter costs for personnel, equipment and materials undertaking eligible activities in direct response to the event
- extraordinary net cost of emergency food or essential supply drops to disaster affected communities in accordance with the Queensland Resupply Guidelines

- d) hire of additional plant and equipment, and operating consumables (fuel, oil, grease, etc)
- e) operating consumables (fuel, oil, grease, etc) consumed while using internal plant and equipment
- f) vehicle or equipment repairs (not covered by insurance) and additional servicing required as a direct consequence of undertaking an eligible activity
- g) catering for personnel undertaking direct counter disaster operations
- h) consumables such as ropes, sandbags, tarps, non-standard issue personal protective equipment, etc. A justifiable need must exist and the items must have been used whilst undertaking counter disaster operations and not recovered, refer to Definitions for additional details.
- i) repair and/or replacement of equipment (including personal protective equipment and uniforms) damaged during counter disaster operations including additional servicing costs required as a direct consequence of relief operations. Reimbursement of the replacement item is capped at the current depreciated amount or 50% of replacement price if depreciation is not captured.
- j) replacement of uninsured stolen equipment (note that only the depreciated amount is eligible for reimbursement, the losses must be reported to the Queensland Police Service, and the submission for reimbursement must include a Crime Report number a list of items and replacement costs). Note insurance excess and non-covered items may be eligible for reimbursement.
- k) 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
- l) volunteer costs while undertaking eligible activities, such as catering, accommodation, travel
- m) restoring assets directly damaged during eligible activities, for example repairing fencing that was damaged when establishing bushfire containment lines or temporary levees.

6.6.2 Ineligible expenditure

Ineligible expenditure may include but is not limited to::

- a) costs that would have been incurred should the event not have occurred
- b) costs the state or local government could reasonably be expected to incur responding to the disaster event (agencies and local governments are expected to have a reasonable level of human, capital, and financial resources to be able to undertake disaster response activities)
- c) costs not directly related to the immediate response to the event, including consequential losses (e.g. business interruptions, loss of income)
- d) normal maintenance and administration costs including salaries, day labour costs and other ongoing administrative type expenditure that would have been incurred should the event not have occurred
- e) internal plant hire rates for plant owned or ongoing leases by the asset owner (excluding consumables such as fuel).costs reimbursable under other external funding sources including insurance policies (e.g. private insurance policy, Queensland Government Insurance Fund). Refer Commonwealth Determination Guideline 4 – Insurance Requirements.
- f) generic indirect and overhead costs including internal administration costs to the applicant including finance, HR, back-office processing and administration
- g) animal welfare assistance (including domestic and non-domestic animals), such as fodder dropping operations (companion animals may be eligible for selected expenditure)
- h) clean-up of any natural and non-natural vegetation, including natural banks, waterways, rivers, beaches, forests and undeveloped public land
- i) activities associated with commercial/industrial/business areas (e.g. clean-up of debris, sandbagging of buildings)
- j) clean-up/protection activities of assets of ineligible undertakings (excluding buildings used for evacuation centres for the general public)
- k) costs associated with the preparation of submissions under these Guidelines
- l) aerial surveillance for road restoration inspections.

6.6.3 Purchase of new assets required to undertake CDO activities

The purchase of a new asset that has a life which extends beyond the life of the event is generally ineligible (excluding purchase of low cost items up to \$100). However, where equipment is unable to be hired and has to be purchased to meet operational requirements or it is less expensive to purchase, the following cost recovery options may be eligible:

- a) equivalent hire cost; or
- b) purchase price less value at the end of the operational use; or
- c) depreciated amount calculated over the life of the asset; or
- d) lifespan of asset as per the ATO apportioned for life of works.

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

- a) operational imperative including priority and timeframe necessitating the purchase
- b) evidence of inability to hire from within the local or district area
- c) cost benefit rationale including a comparison of purchase cost against actual hire costs over a timeframe, and the cost to transport hire equipment plus hire costs versus local purchase cost.

6.7 Application procedure

In order to claim costs associated with CDO activities, State and/or local governments must be able to prove the extraordinary nature of the costs and that the State and/or local governments existing human, capital and financial resources are unable to meet the demands of responding to a disaster or disasters.

State and local governments must be able to demonstrate that the extraordinary CDO activities undertaken were intended to assist persons and the general public to reduce personal hardship and distress.

Submissions must clearly demonstrate that the claim is for both eligible activities and eligible extraordinary costs associated with those activities. State and local governments are to submit the following information:

- completed Form 12, signed by an Accountable Officer
- activities undertaken, including roles/responsibilities undertaken by staff
- details of expenditure incurred:
 - tax invoices for external expenditure
 - detailed general ledger reports for internal expenditure
 - breakdown of extraordinary wages
 - justification of expenditure as required.
- situation reports providing details of event and the state/local government response to the disaster
- a reconciliation statement (essential if the evidence of expenditure differs from the amount claimed).

Note: All amounts claimed by the applicant must be paid prior to submitting claim.

Refer to *QRA Submission Guide for NDRRA Funding Applicants* at www.qldra.org.au for further information.

6.8 Time limit for submissions

Counter Disaster Operations expenditure is generally incurred before, during, or in the immediate aftermath of an eligible event. Costs incurred after this time may require additional justification.

Submissions must be received within three (3) months from the end of the financial year in which the eligible expenditure was incurred. Note there is no extension of time outside the allowable time limit for CDO.

6.9 Reimbursement

One hundred per cent (100%) of eligible Counter Disaster Operations expenditure (excluding GST) is reimbursable. Note there are no trigger points for local governments for this relief measure.

6.10 Further information

Enquiries regarding this relief measure can be made by contacting:

Queensland Reconstruction Authority

Telephone: 1800 110 841

Address: PO Box 15428 City East Qld 4002

7 Restoration of Essential Public Assets

7.1 Overview

This relief measure provides financial assistance to eligible state and local government agencies for restoration and emergent works to essential public assets damaged as a direct result of an eligible disaster event.

This relief measure is available under NDRRA Category B (refer Determination s. 5.3.2 Restoration or replacement of an essential public asset and Guideline 1 Essential Public Asset Restoration or Replacement).

7.2 Administering authority

Queensland Reconstruction Authority

7.3 Activation

Requested By: Any state government agency acting on behalf of their agency or a local government

Activation Authority: The Minister for Police, Fire and Emergency Services

7.4 Activation trigger

Activation of the NDRRA and damage to essential public infrastructure caused by the eligible disaster.

Note: Local Government Trigger Points must be met (see 7.1.3) to enable claim submission under this relief measure and, if the claim is approved, reimbursement.

7.5 Assistance available

Funds are provided for the restoration or replacement of *essential public assets* damaged as a direct result of an *eligible disaster* to their pre-disaster standard.

Restoration works can commence prior to approval of funding. The eligibility of expenditure related to restoration works should not be a consideration when determining whether to undertake restoration works. All claimed expenditure must also comply with each applicant's financial, purchasing and travel policies and the State Government procurement guidelines.

7.6 Eligibility

Restoration of essential public assets refers to the following:

a) Emergent works:

- Activities necessary during the course of a disaster to protect eligible public assets or to temporarily restore essential public services and maintain public safety. This could include earthmoving works, rock placing, sandbagging, installation of tarpaulins, erection of warning signs/barriers, pothole patching, removal of silt and debris, removal of an asset to prevent damage by event.
- Immediate post-disaster repairs (up to 60 days) to an eligible asset to enable it to operate/be operated at a reasonable level of efficiency – this would include clean-up costs, removal of silt/debris and temporary repairs.

b) Restoration works:

- For the restoration or replacement of eligible uninsured *essential public assets* damaged as a **direct** result of an *eligible disaster* to pre-disaster standard (Refer 7.6.1 Pre-disaster standard) .

An essential public asset:

- i. is an integral and necessary part of the state's infrastructure that is associated with health, education, transport, justice or welfare; and
- ii. would, if lost or damaged, severely disrupt the normal functioning of a community; and
- iii. would, if lost or damaged, be restored or replaced as a matter of urgency.

An asset of an eligible undertaking:

- i. is a department or other agency of a state government or is established by or under a law of a state for public purposes (e.g. a local government body); and
- ii. provides community, social or economic services free of charge or at a nominal charge well below the costs of production

Public financial undertakings which are primarily engaged in financial transactions in the market involving both the incurring of liabilities and the acquisition of financial asset or public trading undertakings that are primarily engaged in the production of goods and services for sale in the market with the intention of recovering costs, including a profit margin, are not eligible public undertakings.

In exceptional circumstances presented by the state, a public undertaking that does not meet requirements can be taken to be eligible if the Commonwealth and state agrees in writing.

In addition the asset must:

- a) have been damaged directly by the eligible event;
- b) be restored to its **pre-disaster standard** (refer Section 7.6.1 Pre-disaster standard).
- c) have been correctly designed and built in accordance with the engineering and building code standards of the day when the asset was originally constructed as well as any additional modifications and have been adequately maintained; and
- d) be constructed or restored in its original location. Asset owners may choose to relocate an asset, for example due to inability to reinstate in its original location, to reduce operating costs or achieve other operating benefits. In this case, a business case detailing rationale of asset being moved is required as part of the submission. Where it increases the cost of restoration, the additional costs will be met by the asset owner. Where restoration activities necessitate the relocation of the asset, applicants must notify the QRA for case-by-case assessment.
- e) be uninsured or insurance is insufficient to cover restoration works (refer Commonwealth Determination Guideline 4 - Insurance Requirements)

The following list provides examples of assets that the Commonwealth would generally consider to be *essential public assets*:

- public schools
- public hospitals
- public housing
- roads
- road infrastructure, (e.g. road signs, guard rails and traffic lights)
- bridges
- tunnels
- culverts
- levees
- state government offices
- local government offices
- stormwater infrastructure
- prisons/correctional facilities
- police stations, fire/emergency services facilities.

7.6.1 Pre-disaster standard

Essential public assets must be restored or replaced to pre-disaster standard. This is considered to be the condition of the asset and its level of functionality or utility prior to the disaster (that is, as established within the previous 12 months).

In the case of a road asset, the pre-disaster standard includes factors such as traffic and vehicle capacity, classification and/or role of the road within the road network, signage, street parking, road width and number of lanes—for example, a gravel road is replaced using gravel and not bitumen or a two-lane road is replaced with a two-lane road and not a three-lane road.

7.6.2 Current building and engineering standards

The allowance for 'current engineering and building standards' is intended to allow states and local government agencies a modest level of flexibility to use contemporary (rather than requiring the use of obsolete or outdated) construction methodologies and building materials—for example, in the case of restoring or replacing a timber bridge asset, this may include using concrete or steel instead of timber.

Reasonable Value for Money alternatives should be taken into consideration in the situation where a damaged essential public asset cannot be restored or replaced in the same way; for example due to site constraints, unavailability of materials, outdated construction practices or methods. This is to occur in consultation and agreement with the QRA.

Examples of improvements or enhancements on an essential public asset that are considered ineligible include replacing undamaged guardrails with new standard guardrails, including new traffic calming devices, widening the road, adding kerb or including signage, headwalls or drainage where none existed previously.

7.6.3 Restoration works (including emergent works) over \$1,000,000 per asset

Where works on an asset is estimated to cost \$1,000,000 or more, the State must seek the Commonwealth's agreement and demonstrate that the asset being restored or replaced meets the definition of an Essential Public Asset (Refer Appendix 1: Definitions). This must be completed within a reasonable time of commencing works and prior to completion of works.

States are not required to seek the Commonwealth's agreement to works estimated to cost less than \$1,000,000, however the Commonwealth may subsequently refuse reimbursement on acquittal if it does not agree that the asset being restored or replaced is an essential public asset.

7.6.4 Disaster mitigation strategies

A condition of assistance for restoration or replacement of an essential public asset is that the State has developed and implemented disaster mitigation strategies in respect of likely or recurring disasters and has also encouraged local governments to develop and implement such strategies.

The Commonwealth Determination (s4.4) notes that if the local government had not developed and implemented appropriate natural disaster mitigation strategies in respect of likely or recurring disasters, the assistance the State would otherwise have given to the local government for restoration or replacement of assets damaged by the event is reduced by ten (10) per cent.

Evidence of appropriate natural disaster mitigation strategies may be required to be provided to the QRA when a submission is made. QRA must provide evidence of the implementation of appropriate mitigation strategies at the time of submitting its State Claim. The Commonwealth may request state and/or local governments to submit evidence of implemented mitigation strategies at any time, via the QRA

7.6.5 Eligible expenditure

Expenditure is considered eligible when it is extraordinary costs that could normally not be absorbed by, or reasonably managed within, the state or local government agency's financial, human and other resource capacity and directly associated with the delivery of the above emergent and restoration works. These costs may include:

- a) Costs that are directly related to the restoration of the eligible asset.
- b) Extraordinary wages (above what would normally be incurred) such as overtime, additional allowances, temporary employment costs including consultants and/or contractors, and backfilling. Only the additional costs, such as higher duties of backfilling a person undertaking eligible

activities is eligible, dependent on type of arrangement, not the salary of the incumbent. Refer Definitions for further information. (see 7.6.11 for Day Labour eligible/ineligible costs).

- c) Investigative techniques (i.e. geotechnical testing) where it is evident that an asset has been directly damaged by an eligible disaster and used as part of the restoration works (e.g. to determine the extent of that damage and/or identify the reconstruction option).
- d) Hire of additional plant and equipment, and operating consumables (fuel, oil, grease, etc).
- e) Operating consumables (fuel, oil, grease, etc) consumed while using internal plant and equipment.
- f) Materials used while completing eligible works, such as gravel, sand, etc.
- g) repair and/or replacement of equipment (including personal protective equipment and uniforms) damaged during eligible works including additional servicing costs required as a direct consequence of eligible activities. Reimbursement of the replacement item is capped at the current depreciated amount or 50% of replacement amount if depreciation is not captured.
- h) replacement of uninsured stolen equipment (note that only the depreciated amount is eligible for reimbursement, the losses must be reported to the Queensland Police Service, and the submission for reimbursement must include a Crime Report number, a list of items and replacement costs) .
- i) Volunteer costs may be eligible similar to paid employees depending on activities that are undertaken.
- j) Extraordinary project and program management costs.

Actual extraordinary costs associated with successful program delivery, including associated project delivery costs, are eligible. This includes project management costs that specifically relate to the management of the delivery of a project in order to efficiently achieve the project objectives. Project management costs must be demonstrated through time spent against an individual restoration or 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 are attributable to a program manager and must be demonstrated through time spent or hours worked against a series of related restoration or reconstruction projects

7.6.6 Ineligible assets

- a) Assets that are damaged due to contributing factors such as, but not limited to, poor design, poor construction or inadequate maintenance or any pre-existing damage.
- b) 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.
- c) River walls and sea walls are only eligible where the walls directly protect an eligible public asset. Where they do not, such as only protecting open space or private land, these walls are ineligible under the NDRRA.
- d) The following list provides examples of assets that the Commonwealth would not generally consider to be essential public assets (Determination Guideline 6):
 - sporting, recreational or community facilities (e.g. playgrounds and associated facilities)
 - religious establishments (e.g. churches, temples and mosques)
 - memorials.
- e) Replacing contents of an asset, such as furnishings in a building.

7.6.7 Ineligible expenditure

Ineligible expenditure may include but is not limited to:

- a) costs that would have been incurred should the event not have occurred; such as maintenance and day labour (see 7.6.11 for Day Labour eligible/ineligible costs).
- b) costs the state or local government could reasonably be expected to incur responding to the disaster event (agencies and local governments are expected to have a reasonable level of human, capital, and financial resources to be able to undertake disaster response activities).
- c) internal plant hire rates for plant owned or ongoing leases by the asset owner (excluding consumables such as fuel).

- d) costs that are reimbursable under other external funding sources including Queensland Government Insurance Fund (QGIF).
- e) non-specific indirect and overhead costs including internal administration costs to the applicant such as finance, HR, back-office processing and administration.
- f) 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).
- g) costs associated with the preparation of NDRRA submissions, NDRRA reporting and NDRRA acquittal.
- h) rehabilitation of natural ecosystems
- i) Investigative techniques (such as destructive testing of a road) used to prove the existence of damage or the cause of damage to an asset.
- j) Replacement of contents of an essential public asset, such as furnishings in a buildings.
- k) Works undertaken on an ineligible asset.

7.6.8 Purchase of new assets required to undertake REPA activities.

The purchases of a new asset that has a life that extends beyond the life of the event is generally ineligible (excluding purchase of low cost items up to \$100). However, where equipment is unable to be hired and has to be purchased to meet operational requirements or it is less expensive to purchase, the following cost recovery options may be eligible:

- a) equivalent hire cost
- b) purchase price less value at the end of the operational use
- c) depreciated amount calculated over the life of the asset
- d) lifespan of asset as per the ATO apportionment for life of works.

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

- a) evidence that the asset is operationally imperative, including priority and timeframe necessitating the purchase
- b) evidence of inability to hire from within the local or district area
- c) cost benefit rationale.

7.6.9 Value for money

In line with supporting eligible restoration and reconstruction measures, applicants are required to achieve an efficient allocation of resources and to ensure that reasonable measures are being used for restoration and reconstruction projects. The efficient and reasonable allocation of resources is achieved through a value for money approach that ensures, as far as practicable, efficiency, transparency and effectiveness at local and state levels.

Value for money is measured throughout the life of a project from project submission, design and delivery through to completion. This measurement is achieved through a centralised and common reporting system that allows for transparency, measures effectiveness, and provides a mechanism to highlight requirements for additional support where necessary.

7.6.10 Complementary works

Complementary works refer to additional works to those approved under NDRRA that are undertaken concurrently with approved eligible restoration works. The full costs of the additional/complementary works component are to be met by the state or local government/asset owner. When works are delivered in addition to, or complementary to NDRRA works, they are to be outlined within the relevant submission, progress reporting and at acquittal.

7.6.11 Day Labour

- a) Ineligible Day Labour Costs:
 - I. amounts attributable to salaries or wages or other ongoing administrative expenditure for which the applicant would have been liable had the eligible measure not been carried out e.g. permanent staff.
- b) Eligible Day Labour Costs – Extraordinary wages above what would normally be incurred should the event NOT have occurred including:
 - I. overtime
 - II. allowances
 - III. temporary employment costs including consultants and/or contractors and/or
 - IV. backfilling (only the additional costs, such as higher duties, of backfilling a person undertaking eligible activities is eligible, dependent on type of arrangement, not the salary of the incumbent).
- c) Temporary Day Labour Exemption - The Commonwealth government has applied a temporary Day Labour exemption with the following criteria:
 - I. the exemption applies to eligible NDRRA events occurring in the 2013-14, 2014-15, 2015-16 and 2016-17 financial years
 - II. the exemption is limited to day labour costs associated with local government employees undertaking disaster reconstruction works on damaged essential public assets (excluding emergent works and counter disaster operations)
 - III. if a local government is not able to demonstrate value-for-money outcomes for all levels of government from the use of day labour, the normal exclusion of day labour costs under the Determination will apply (refer to the above).

7.7 Betterment

For the purpose of these guidelines, Betterment refers to Category B Betterment under the existing NDRRA. Following advice dated 20 December 2013, from the then Treasurer, Hon Joe Hockey MP, and the Hon Michael Keenan MP, Minister for Justice, applications for betterment funding have been put on hold, pending the findings of the Productivity Commission Inquiry.

Further information regarding Queensland betterment allocations made under Category D assistance in 2013 and 2015 is available from the QRA.

Betterment of an essential asset is the enhancement of an asset beyond a pre-disaster level of immunity, resilience, service or condition where legislation does not require current building and engineering standards, codes and guidelines be followed. For the purposes of this guideline, betterment costs means the difference between the cost of restoring or replacing an essential public asset to its pre-disaster standard, and the cost of restoring or replacing the asset to a more disaster-resilient standard.

According to the Determination, betterment is intended to limit the cost of rebuilding repeatedly damaged infrastructure by allowing essential public assets to be rebuilt to a more resilient standard where it is cost-effective to do so. In assessing the cost-effectiveness of a betterment proposal, both the financial and non-financial aspects of the proposal may be considered.

Betterment of an asset may be considered eligible if:

- a) the asset is an essential public asset that has been damaged by an eligible disaster.
- b) the state and Commonwealth are satisfied with the cost effectiveness of the proposal
- c) the state and Commonwealth are satisfied that the increased disaster-resilience of the asset will mitigate the impact of likely or recurring disasters of the same type.

Category B betterment costs may only be reimbursed if the state reaches its NDRRA thresholds in the relevant financial years. The Commonwealth may reimburse up to one third of the betterment costs associated with restoring or replacing a local government owned asset, or up to 50 per cent of the betterment costs for restoring or replacing a state-owned asset. The amount must be spent, or the cost incurred, by the state within the allowable time. In most cases there will be a contribution required by the asset owner when undertaking betterment. The Commonwealth may provide a higher reimbursement where the asset is an asset of a remote indigenous community or there are exceptional circumstances, such as an asset of a low financial capacity local government.

Applications for betterment must be completed using the Betterment Proposal Template contained in the Determination (Attachment E). This is to be submitted to QRA for review and consideration prior to being submitted for approval under the Queensland Government Cabinet Budget Review Committee. If endorsed by the Queensland Government the submission will be forwarded to the Commonwealth for assessment.

7.8 Application and assessment procedure

All submissions (including emergent works) need to prove damage was caused by the eligible event through the provision of photographs (with GPS coordinates/metadata) and other evidence, and provide estimated/actual expenditure and activities undertaken for **each** asset (i.e. tax invoices, general ledger reports, quotations, etc) as requested. Estimates or actual costs and photographs (with GPS coordinates/metadata) evidencing damage being claimed must be submitted on a sufficiently detailed basis to enable the nature of the damage and the location/dimensions of the damaged asset to be ascertained. Submissions must clearly demonstrate that the claim is for both eligible assets and eligible costs.

Where actual expenditure is less than the approved expenditure, funds are unable to be redirected to other damaged assets. Once approved, any change to approved submissions requires notification to QRA. In situations where the change to the approved value is greater than 10 per cent or there is a change to approved scope, a variation is required to be submitted.

Refer to QRA *Submission Guide for NDRRA Funding Applicants* at www.qldra.org.au for further information

7.9 Submission progress reporting

Throughout project delivery, applicants are required to update QRA on a submission's progress. These updates are to be provided on a Progress Report (Form 9) to indicate:

- actual NDRRA expenditure and estimated costs
- work physically completed, estimated cost of completion
- project start and finish dates
- any variances in scope, cost or time.

These reports are sought by QRA on a monthly or pre-agreed timeframe. It should also be noted that whilst progress reporting records submission and project level information, applicants are still expected to manage NDRRA submissions down to their lowest level.

Once actual NDRRA expenditure has exceeded the initial submission advance, applicants can progressively claim actual expenses incurred up to 90 per cent of the approved estimated cost. When an applicant intends to claim expenditure as part of a progress report, a General Ledger Transaction History (or similar financial document produced from the applicant's financial system) is to be provided in order to demonstrate actual NDRRA expenditure.

Refer to QRA *Submission Guide for NDRRA Funding Applicants* at www.qldra.org.au for further information.

7.10 Submission acquittal and finalisation

Once delivery is completed and all submission costs have been incurred, an applicant is required to submit a Final Report to QRA. Refer to QRA *Submission Guide for NDRRA Funding Applicants* at www.qldra.org.au for further information.

This should include the applicant's detailed general ledger for all expenditure being claimed, practical completion certificates (or applicant equivalent), and representative photographic evidence (including GPS coordinates/metadata) at the project or asset level that is typical of the work that has been completed. Where multiple treatment types have been used on an asset, one photograph of each treatment type for each asset is requested. For structures, a suitable number of photographs that demonstrate the completed works, including internal works for buildings where appropriate.

Applicants are also required to certify that the project delivers value for money as described in the approved VfM Statement provided with the initial submission for NDRRA funding and that the costs are for eligible NDRRA expenditure.

7.11 Time limit of submissions/expenditure

7.11.1 Emergent Works

Works are to be finalised within sixty days from the date of impact to the local government area for the event. This limit applies for each event. Submissions must be received within three months from the end of the financial year in which the eligible expenditure was incurred. When emergent works are not completed within the eligible time limit, an application (via email) can be submitted to QRA requesting an extension and providing additional information to support the extension request.

7.11.2 Restoration Works

Works must be completed within two financial years after the end of the financial year in which the relevant disaster occurred. Submissions must be lodged within three months after the end of the financial year when the works were completed. It is highly recommended that submissions are lodged in a timely manner, as close to the event as possible. Determination of eligibility may be more difficult further from the event.

7.11.3 Extension of Time Requests

When restoration works are not completed due to exceptional circumstances within the eligible time limit an approach can be made, using the NDRRA Extension of Time Request Form, to QRA for an extension. Consideration will generally only be given where exceptional circumstances are unforeseeable, unusual, unique, or beyond the control of the state or local government agency, and require an extension despite addressing all potential risks through adequate project and risk management plans to ensure that the project is completed within the allowable time limit.

If an Extension of Time (EoT) is required, it must be lodged with QRA by 31 May and 30 November each year. This will allow sufficient time to meet the Commonwealth due dates on 31 July and 31 December each year, which aligns with the Federal Budget cycle. The Commonwealth will review all EoT requests twice per year only. Requests received after these dates will not be considered until the next round. EoT requests received by the Commonwealth after the Allowable Time Limit has expired (30 June each year) will not be considered.

The applicant must not cease the restoration of the asset pending the outcome of this request.

When requesting an extension, the applicant must demonstrate exceptional circumstances exist by providing supporting documentation including, but not limited to, original and amended high-level restoration project management plan/s and a high-level project risk management plan.

7.11.3.1 Examples of Exceptional Circumstances

- Delays in the affected area or project returning to conditions safe for restoration or replacement following the disaster or subsequent disasters.
- Exceptionally large scale of restoration works making it difficult to complete all work without fast-tracking projects and increasing costs.
- Scarcity/limited capacity of contractors/materials/equipment in remote areas and the need to control potential cost increases.
- Discovery of a significant archaeological or environmental site that would require extensive and prolonged consultation and negotiations.
- State government policy reviews preventing progress of restorations.
- Delays caused by investigations (e.g. coroner's investigations).

7.11.3.2 Examples of factors not considered Exceptional Circumstances

- Project completion planned beyond the ATL (a decision to finalise restoration after the ATL contradicts the definition of an essential public asset in the Determination – an asset that “would, if lost or damaged, severely disrupt the functioning of a community; and would, if lost or damaged, be restored or replaced as a matter of urgency”).
- Agreement for an extension was not sought before the end of the ATL.
- Poor project and risk management methodology (poor planning and control).
- Delays in securing funding for the restoration (a decision not to commence a restoration due to internal funding arrangements is a decision of the state or the local government, and not a requirement of the Determination).
- Delays in assessing eligibility of the asset.

7.12 Subsequent NDRRA activations

In the event that an activated eligible disaster is superseded by a later activated eligible disaster, the cost of all actual expenditure incurred for eligible works up to the date of the later disaster will be considered to be applicable to the prior disaster. The total value of all damage existing immediately after the later event that has not been spent (including further damage to partially completed repairs as the result of the later disaster) is to be re-estimated and submitted and will be regarded as the result of the later activated disaster.

7.13 Reimbursement

State government – Approved works are eligible for 75 per cent funding supplementation.

Local government - Local government trigger points apply to funding. Each local government trigger point or contribution level amount (applicable to each NDRRA disaster event) is calculated on council's prior year financials. Indigenous councils and Torres Shire Council have a nil trigger point due to limited revenue sources. Each local government must have eligible damage exceeding their trigger point to be able to claim under restoration of essential public assets. The trigger point amount is a contribution by council towards the restoration works and applies to each activated event.

Each local government is required to contribute 25% of eligible REPA (including emergent works) expenditure up to their maximum calculated trigger point level. For example, if a Local Government trigger point is \$200,000 total expenditure needs to exceed \$200,000 to be eligible. The Local Government pays 25% or up to the trigger point whichever is lesser.

Current trigger amounts are located at www.qldreconstruction.org.au.

7.14 Further information

Enquiries regarding this relief measure can be made by contacting:

Queensland Reconstruction Authority

Telephone: 1800 110 841

Address: PO Box 15428 City East Qld 4002

8 Natural Disaster Assistance (Concessional Loans) for Small Business

8.1 Overview

This relief measure is designed to assist Small Business whose assets have been significantly damaged as a direct result of an eligible disaster to recover .

This relief measure is available under NDRRA Category B (refer Determination s. 5.3.16).

8.2 Administering authority

QRAA

8.3 Activation

Requested by: Department of Tourism, Major Events, Small Business and the Commonwealth Games

Activation Authority: The Minister for Police, Fire and Emergency Services

8.4 Activation trigger

Activation of the NDRRA and activation of this measure on the basis of need determined by damage assessments conducted by the Department of Tourism, Major Events, Small Business and the Commonwealth Games.

8.5 Assistance available

The purpose of the assistance is to provide concessional loans to owners of small businesses whose buildings, plant and equipment or stock have been significantly damaged as a direct result by an eligible disaster and who are unable to repair or replace the damaged assets or return to viable operations from their own resources but demonstrate reasonable prospects of re-establishing on a viable basis with the assistance given.

A small business is a business that employs fewer than twenty (20) full-time equivalent staff. A public company, whether acting alone or with another company, is not eligible for assistance under this scheme. Assistance is not intended to compensate business owners for loss of income.

Loans are available for re-establishing the viable operation of the business including by repairing or replacing damaged plant and equipment, repairing or replacing buildings, supplying stock for up to one (1) month to replace lost stock and maintaining the liquidity of the business.

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

8.6 Interest rates

Small business owners situated in a NDRRA activated area will be eligible to apply for a concessional interest rate loan.

8.7 Repayment

A maximum initial repayment term of seven years applies. The term of the loan may be increased to not more than ten years if the loan has been operative for at least four years and QRAA considers the increase in the term of the loan to be appropriate in the circumstances. Provision of interest only payments in the first and/or second year may be available if the principal and interest charges are repaid over the balance of the approved term.

8.8 Security

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

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

8.9 Eligibility

To be eligible, applicants must:

- a) be a small business owner who is not a primary producer
- b) have sustained substantial damage to buildings, plant, equipment or stock as a result of an eligible disaster
- c) 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
- d) be responsible for the cost of essential repairs and replacement of the damaged assets and as a result has had liquidity severely affected
- e) be unable to repair or replace the damaged assets, or return to viable operations from their own resources without this assistance
- f) be able to demonstrate that they have used up all liquid assets and normal credit sources up to normal credit limits. Note: This criterion will be assessed in relation to an applicant's expected cost of recovery and projected cash flow shortfalls
- g) be able to demonstrate that with the assistance of this loan the applicant has reasonable prospects of re-establishing their business on a viable basis.
- h) not be in receipt of any other NDRRA concessional loans for the same disaster event.

Small business owner means:

- a) the owner of a business with less than 20 full-time equivalent staff; and
- b) a sole trader who spends the majority of his or her labour on, and derives the majority of his or her income from, the small business; or
- c) in relation to a partnership, company or trust that carries on a small business, the partners in the partnership, shareholders in the company or beneficiaries of the trust who spend the majority of their labour on, and derive the majority of their income from, the small business.

8.10 Application procedure

Applications for assistance under the scheme must be made on the appropriate QRAA application form and be accompanied by the documentation stated on the application form.

8.11 Time limit for claims

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

8.12 Further information

Enquiries regarding this relief measure can be made by contacting QRAA on 1 800 623 946 or online at www.graa.qld.gov.au.

9 Essential Working Capital Loans Scheme for Small Business

9.1 Overview

This relief measure is designed to assist in meeting the needs of small businesses that have suffered a significant loss of income as a consequence of an eligible disaster, by providing a loan for *essential working capital* required to continue business operations.

This relief measure is available under NDRRA Category B (Refer Determination s. 5.3.20).

9.2 Administering authority

QRAA

9.3 Activation

Requested by: Department of Tourism, Major Events, Small Business and the Commonwealth Games

Activation Authority: The Minister for Police, Fire and Emergency Services

9.4 Activation trigger

Activation of the NDRRA and activation of this measure is on the basis of need, determined by assessments conducted by Department of Tourism, Major Events, Small Business and the Commonwealth Games.

9.5 Assistance available

The purpose of assistance under this scheme is 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 the essential working capital required to continue business operations.

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

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

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

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

9.6 Interest rates

Small businesses situated in a NDRRA activated area will be eligible to apply for a concessional interest rate loan.

9.7 Repayment

A maximum initial repayment term of seven years applies. This term of the loan may be increased to not more than ten years if the loan has been operative for at least four years and QRAA considers the increase in the term of the loan to be appropriate in the circumstances. Provision of interest only payments in the first and/or second year may be available if the principal and interest are repaid over the balance of the approved term.

9.8 Security

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

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

9.9 Eligibility

For an applicant to be eligible to receive assistance, the applicant's business must be located in a NDRRA activated area for the disaster.

To be eligible, applicants must:

- a) be a small business owner, partnership or proprietary company
- b) have suffered a significant loss of income as a consequence of an eligible disaster
- c) be able to demonstrate the loss of income was directly related to the impact of an eligible disaster
- d) be able to demonstrate that they have used up all liquid assets and normal credit sources up to normal credit limits. Note: This criterion will be assessed in relation to an applicant's expected cost of recovery and projected cash flow shortfalls
- e) be able to demonstrate the business operation was viable prior to the disaster and will continue to be viable with the assistance provided
- f) have been established and operating within the activated NDRRA area
- g) will continue their operations in the same local government area
- h) have taken reasonable precautions to avoid or minimise loss or damage from the disaster, for example the applicant has adequate insurance against loss or damage from the disaster
- i) have not taken excessive risk in performing their business operations
- j) not be in receipt of any other NDRRA concessional loans for the same disaster event.

A small business owner:

- a) the owner of a business with less than 20 full-time equivalent staff; and
- b) is a sole trader who spends the majority of his or her labour on, and derives the majority of his or her income from, the small business; or
- c) in relation to a partnership, company or trust that carries on a small business, the partners in the partnership, shareholders in the company or beneficiaries of the trust spend the majority of their labour on, and derive the majority of their income from, the small business.

9.10 Application procedure

Applications for assistance under the scheme must be made on the appropriate QRAA application form and be accompanied by the documentation stated on the application form.

9.11 Time limit for claims

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

9.12 Further information

Enquiries regarding this relief measure can be made by contacting [QRAA](#) on 1800 623 946 or online at www.graa.qld.gov.au.

10 Natural Disaster Assistance (Concessional Loans) for Primary Producers

10.1 Overview

This relief measure is designed to assist primary producers whose assets (including fodder) have been significantly damaged as a direct result of an eligible disaster to recover.

This relief measure is available under NDRRA Category B (refer Determination s. 5.3.16).

10.2 Administering authority

QRAA

10.3 Activation

Requested by: Department of Agriculture and Fisheries

Activation Authority: The Minister for Police, Fire and Emergency Services

NOTE: Primary Producers outside the NDRRA activated areas can apply for an *Individual Disaster Stricken Property (IDSP) Certificate* for their property to be assessed for assistance

10.4 Activation trigger

Activation of the NDRRA and activation of this measure on the basis of need, determined by damage assessments conducted by Department of Agriculture and Fisheries.

10.5 Assistance available

The purpose of the assistance is to provide concessional loans to primary producers whose assets (including fodder) have been significantly damaged as a direct result of an eligible disaster and who are unable to repair or replace the damaged assets or return to viable operations from their own resources but demonstrate reasonable prospects of re-establishing on a viable basis with the assistance given.

Loans are available for:

- a) restocking; and/or
- b) carry-on requirements including:
 - re-planting, restoring or re-establishing areas affected by an eligible disaster; or
 - sustenance; or
 - essential property operations; or
 - paying of rent or rates, or costs of repair or replacement of farm buildings and for re-stocking.

The maximum loan amount is \$250,000 for any one eligible disaster for which the NDRRA were activated.

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.

10.6 Interest rates

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

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 QRAA, in exceptional cases considers the applicant's circumstances are desperate but are financially viable

10.7 Repayment

A maximum initial repayment term of seven years applies. This term of the loan may be increased to not more than ten years if the loan has been operative for at least four years and QRAA considers the increase in the term of the loan to be appropriate in the circumstances. Provision of interest only in the first and/or second year may be available if the principal and interest are repaid over the balance of the approved term.

10.8 Security

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

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

10.9 Eligibility

For an applicant to be eligible to receive assistance, either the applicant's property must be in a NDRRA activated area for the disaster or be in receipt of an IDSP certificate for the disaster.

To be eligible, applicants must be in a working occupation of their properties and:

- a) be a Primary Producer
- b) have used up all liquid assets and all normal credit sources up to normal credit limits. Note: This criterion will be assessed in relation to an applicant's expected cost of recovery and projected cash flow shortfalls
- c) be considered to be viable with the assistance provided
- d) 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
- e) have not taken excessive risk in performing their farming operations.
- f) not be in receipt of any other NDRRA concessional loans for the same disaster event.

Note: A public company, whether acting alone or with another company, is not eligible for assistance under this scheme.

A Primary Producer is:

- a) a sole trader who spends the majority of his or her labour on, and derives the majority of his or her income from, a primary production enterprise; or
- b) in relation to a partnership, company or trust that carries on a primary production enterprise, the partners in the partnership, shareholders in the company or beneficiaries of the trust who spend the majority of their labour on, and derive the majority of their income from, the *primary production enterprise*.

10.10 Application procedure

Applications for assistance under the scheme must be made on the appropriate QRAA application form and be accompanied by the documentation stated on the application form.

10.11 Time limit for claims

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

10.12 Further information

Enquiries regarding this relief measure can be made by contacting [QRAA](#) on 1800 623 946 or online at www.graa.qld.gov.au.

11 Essential Working Capital Loans Scheme for Primary Producers

11.1 Overview

This relief measure 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 loan for *essential working capital* required to continue business operations.

This relief measure is available under NDRRA Category B (Refer Determination s. 5.3.20).

11.2 Administering authority

QRAA

11.3 Activation

Requested by: Department of Agriculture and Fisheries

Activation Authority: The Minister for Police, Fire and Emergency Services

11.4 Activation trigger

Activation of the NDRRA and activation of this measure is on the basis of need, determined by assessments conducted by Department of Agriculture and Fisheries.

11.5 Assistance available

The purpose of assistance under this scheme is to assist in meeting the needs of primary producers who have suffered a significant loss of income as a consequence of an eligible disaster, by providing the essential working capital required to continue business operations.

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

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

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

Assistance under this scheme should not be seen as a disincentive to plan for natural disasters through ordinary business continuity practices, including having adequate insurance or capital funding arrangements. Assistance under this scheme is not intended to compensate primary producers for losses suffered or encourage primary producers in marginal production areas to increase risks in their farming operations. The emergency assistance loan may not be used to replace existing assets, equipment, or stock.

11.6 Interest rates

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

11.7 Repayment

A maximum initial repayment term of seven years applies. This term of the loan may be increased to not more than ten years if the loan has been operative for at least four years and QRAA considers the increase in the term of the loan to be appropriate in the circumstances. Provision of interest only payments in the first and/or second year may be available if the principal and interest are repaid over the balance of the approved term.

11.8 Security

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

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

11.9 Eligibility

For an applicant to be eligible to receive assistance, the applicant's property must be in a NDRRA activated area for the disaster. To be eligible, applicants must be in a working occupation of their properties and:

- a) be a primary producer
- b) have suffered a significant loss of income as a consequence of an eligible disaster
- c) be able to demonstrate the loss of income was directly related to the impact of an eligible disaster
- d) have used up all liquid assets and all normal credit sources up to normal credit limits (this criterion will be assessed in relation to an applicant's expected cost of recovery and projected cash flow shortfalls)
- e) be able to demonstrate the business operation was viable prior to the disaster and will continue to be viable with the assistance provided
- f) have been established and operating within the activated NDRRA area
- g) continue their operations in the same local government area
- h) have taken reasonable precautions to avoid or minimise loss or damage from the disaster, for example the applicant has adequate insurance against loss or damage from the disaster
- i) have not taken excessive risk in performing their farming operations
- j) not be in receipt of any other NDRRA concessional loans for the same disaster event.

A Primary Producer is:

- a) a sole trader who spends the majority of his or her labour on, and derives the majority of his or her income from, a primary production enterprise; or
- b) in relation to a partnership, company or trust that carries on a primary production enterprise, the partners in the partnership, shareholders in the company or beneficiaries of the trust who spend the majority of their labour on, and derive the majority of their income from, the *primary production enterprise*.

11.10 Application procedure

Applications for assistance under the scheme must be made on the appropriate QRAA application form and be accompanied by the documentation stated on the application form.

11.11 Time limit for claims

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

11.12 Further information

Enquiries regarding this relief measure can be made by contacting [QRAA](http://www.qraa.qld.gov.au) on 1 800 623 946 or online at www.qraa.qld.gov.au.

12 Freight Subsidies for Primary Producers

12.1 Overview

This relief measure is designed to assist primary producers whose assets have been significantly damaged as a direct result of an eligible disaster event to recover.

This relief measure is available under NDRRA Category B (refer Determination s. 5.3.1 h).

12.2 Administering authority

Department of Agriculture and Fisheries

12.3 Activation

Requested by: Department of Agriculture and Fisheries

Activation Authority: The Minister for Police, Fire and Emergency Services

12.4 Activation trigger

Activation of the NDRRA and the identification of the need to provide freight subsidies assistance for primary producers.

12.5 Assistance available

A rate of concession will be determined for each assistance scheme activated.

Except in exceptional circumstances, the rate will not exceed 50%. For road transport, a maximum rate per kilometre may also apply.

A maximum subsidy ceiling of \$5000 will apply to each recipient per NDRRA activation.

12.6 Eligibility

Primary producers must have assets that have been significantly damaged as a direct result of an eligible disaster event to be eligible for a freight subsidy.

Dependent on circumstances, concessions could apply for the movement of:

- a) foodstuffs
- b) building or fencing materials
- c) stock
- d) fodder
- e) water
- f) machinery or equipment
- g) fuels; and/or
- h) transport of produce to market.

12.7 Further information

Enquiries regarding this relief measure can be made by contacting Department of Agriculture and Fisheries. Telephone: 07 3224 8832 or online at www.daf.qld.gov.au

13 Natural Disaster Assistance (Concessional Loan and Grant Packages) for Non-Profit Organisations

13.1 Overview

This relief measure is designed to assist non-profit organisations whose assets have been significantly damaged as a direct result of an eligible disaster to recover.

This relief measure is available under NDRRA Category B (refer Determination s. 5.3.18).

13.2 Administering authority

QRAA

13.3 Activation

Requested by: Department of Communities, Child Safety and Disability Services

Activation Authority: The Minister for Police, Fire and Emergency Services

13.4 Activation trigger

Activation of the NDRRA and activation of this measure is on the basis of need, determined by damage assessments conducted Department of Communities, Child Safety and Disability Services.

13.5 Assistance available

The purpose of the assistance is to provide a concessional loan and grant package to help non-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 non-profit organisations for loss of income.

The maximum amount of the grant and loan package is \$105,000. The assistance comprises:

- a) a non-repayable grant up to a maximum of \$5000
- b) a concessional interest rate loan up to a maximum of \$100,000.

The first \$30,000 of assistance, or part thereof, will be by way of a loan and grant in the ratio of 5:1.

13.5.1 Repayment

A maximum repayment term of seven years applies. This term may however be increased to not more than ten years if the loan has been operative for at least four years and the applicant demonstrates financial need for the increased term.

13.5.2 Security

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

13.6 Eligibility

To be eligible for assistance the applicant must:

- a) be a non-profit organisation
- b) have suffered direct damage as a result of an eligible disaster
- c) have been established and operating in a defined NDRRA activated area
- d) be unable to repair or replace damaged assets or return to normal operations from their own resources

- e) have used all liquid assets and normal credit sources up to normal credit limits
- f) have taken reasonable precautions to avoid or minimise loss and damage
- g) be responsible for the cost of repairing or replacing damaged assets
- h) demonstrate an ability to repay the loan.
- i) not be in receipt of any other NDRRA concessional loans for the same disaster event.

13.7 Application procedure

Applications for assistance under the scheme must be made on the appropriate QRAA application form and be accompanied by the documentation stated on the application form.

13.8 Time limit for claims

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

13.9 Further information

Enquiries regarding this relief measure can be directed to QRAA on 1800 623 946 or online at www.graa.qld.gov.au.

14 Essential Working Capital Loans Scheme for Non-Profit Organisations

14.1 Overview

This relief measure is designed to assist in meeting the needs of non-profit organisations that have suffered a significant loss of income as a consequence of an eligible disaster, by providing a loan for *essential working capital* required to continue operations.

This relief measure is available under NDRRA Category B (Refer Determination s. 5.3.20).

14.2 Administering authority

QRAA

14.3 Activation

Requested by: Department of Communities, Child Safety and Disability Services

Activation Authority: The Minister for Police, Fire and Emergency Services

14.4 Activation trigger

Activation of the NDRRA and activation of this measure is on the basis of need, determined by assessments conducted by Department of Communities, Child Safety and Disability Services.

14.5 Assistance available

The purpose of assistance under this scheme is to assist in meeting the needs of non-profit organisations that have suffered a significant loss of income as a consequence of an eligible disaster, by providing the essential working capital required to continue operations.

The loan must be used for *essential working capital*, being the amount required to continue non-profit organisation operations for the next 12 months or until the next major income is received, and may include:

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

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

Assistance under this scheme should not be seen as a disincentive to plan for natural disasters through ordinary business continuity practices, including having adequate insurance or capital funding arrangements. Assistance under this scheme is not intended to compensate for losses suffered or used to improve the organisation's capacity or market share. The emergency assistance loan may not be used to replace existing assets, equipment or stock.

14.6 Interest rates

Non-profit organisations situated in a NDRRA activated area will be eligible to apply for a concessional interest rate loan.

14.7 Repayment

A maximum initial repayment term of seven years applies. This term of the loan may be increased to not more than ten years if the loan has been operative for at least four years and QRRA considers the increase in the term of the loan to be appropriate in the circumstances.

Provision of interest only payments in the first and/or second year may be available if the principal and interest are repaid over the balance of the approved term.

14.8 Security

A loan under the scheme must be secured by to the satisfaction of QRRA.

14.9 Eligibility

For an applicant to be eligible to receive assistance, the non-profit organisation must be located in a NDRRA activated area for the disaster.

To be eligible, applicants must:

- a) be a non-profit organisation
- b) have suffered a significant loss of income as a consequence of an eligible disaster
- c) be able to demonstrate the loss of income was directly related to the impact of an eligible disaster
- d) be able to demonstrate that they have used up all liquid assets and normal credit sources up to normal credit limits. Note: this criterion will be assessed in relation to an applicant's expected cost of recovery and projected cash flow shortfalls
- e) be able to demonstrate the business operation was viable prior to the disaster and will continue to be viable with the assistance provided
- f) have been established and operating within the activated NDRRA area
- g) continue their operations in the same local government area
- h) have taken reasonable precautions to avoid or minimise loss or damage from the disaster, for example the applicant has adequate insurance against loss or damage from the disaster; and
- i) have not taken excessive risk in performing their operations
- j) not be in receipt of any other NDRRA concessional loans for the same disaster event.

A non-profit organisation is:

- a) an organisation that is not operating for the profit or gain (either direct or indirect) of its individual members (this applies to both while the organisation is operating and when it concludes operation)
- b) an organisation in which any profit made goes back into the operation of the organisation to carry out its purposes and is not distributed to any of its members.

14.10 Application procedure

Applications for assistance under the scheme must be made on the appropriate QRRA application form and be accompanied by the documentation stated on the application form.

14.11 Time limit for claims

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

14.12 Further information

Enquiries regarding this relief measure can be made by contacting [QRRA](#) on 1800 623 946 or online at www.graa.qld.gov.au.

Part IV: Queensland Relief and Recovery Arrangement Relief Measures – Category C Special Circumstances Assistance Arrangements

15 Community Recovery Package

15.1 Overview

The Community Recovery Package may be made available where the Prime Minister and the Premier agree that the 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. 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.

This special NDRRA Category C package is only available in exceptional circumstances under NDRRA Category C (refer Determination s. 5.4).

15.2 Activation trigger

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

Assistance measures under the Community Recovery Package may include:

- a) A Community Recovery Fund
- b) Clean-up and Recovery Grants for Small Businesses and Non-Profit Organisations
- c) Clean-up and Recovery Grants for Primary Producers.

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

Further information on the activation process is detailed below.

15.3 Community Recovery Fund

15.3.1 Overview

The Community Recovery Fund may be made available where a community is severely affected and needs to restore social networks, functioning and community facilities. This fund is designed to assist severely impacted communities with their medium to long-term recovery by providing funding for activities/projects aimed at community recovery, community development, community resilience and capacity building for the future.

15.3.2 Administering authority

Department of Communities, Child Safety and Disability Services

15.3.3 Activation

Requested by Department of Communities, Child Safety and Disability Services (DCCSDS)

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

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

15.3.4 Additional information

Enquiries regarding this relief measure can be made by contacting the Department of Communities, Child Safety and Disability Services regional offices (refer Section 1.4) or online at www.communities.qld.gov.au, or via the Community Recovery Hotline on 1800 173 349.

15.4 Special Disaster Assistance (Clean-up and Recovery Grants) for Small Businesses and Non-Profit Organisations

15.4.1 Overview

The Clean-up and Recovery Grants for Small Businesses and Non-Profit Organisations may be made available where the business and non-profit sector is severely affected and the community risks losing essential businesses and non-profit organisations. Grants are designed to help eligible small businesses and non-profit organisations cover clean up and reinstatement costs arising out of direct damage caused by an eligible disaster, but not at providing compensation for losses. Small businesses and non-profit organisations play an integral part in local economies and communities, and assistance must contribute towards minimising disruption in the affected area and assist the community to recover.

The grant will assist businesses and non-profit organisations to continue or recommence trading as soon as possible where the impact on the area has been particularly severe. Grants may also be provided to assist with the costs of relocation to temporary premises in cases where immediate re-opening of damaged premises is not possible.

Assistance under this scheme is not intended to compensate eligible small businesses or non-profit organisations for loss of income.

15.4.2 Administering authority

QRAA

15.4.3 Activation

Requested by Department of Tourism, Major Events, Small Business and the Commonwealth Games (DTESB) in conjunction with Department of Communities, Child Safety and Disability Services (DCCSDS).

In determining the severity of impact on the region, community or sector, DTESB, in conjunction with DCCSDS, must demonstrate in a Business Case the following impacts:

- Standard recovery grants (i.e. up to \$10,000) to a small business and non-profit organisation sector:
 - more than 15 per cent of small businesses and non-profit organisation in the sector are directly affected
 - average individual small business and non-profit organisation losses of at least \$45,000, and
 - the community is at risk of losing essential businesses and non-profit organisations as a direct result of the disaster.
- Exceptional circumstances recovery grants (i.e. up to \$25,000) to a small business and non-profit organisation sector:
 - more than 33 per cent of small businesses and non-profit organisation in the sector are directly affected;
 - average individual small business and non-profit organisation losses of at least \$75,000; and
 - the community is at risk of losing essential businesses and non-profit organisations as a direct result of the disaster.

15.4.4 Eligibility

Grant elements and assistance levels may vary between events and are determined by the Commonwealth.

Grants may include:

- One-off standard grant up to \$10,000 to eligible businesses for clean-up and immediate reinstatement costs; or
- One off exceptional circumstances grants up to \$25,000 to eligible businesses for clean-up and immediate reinstatement costs.

Eligible expenditure includes:

- clean-up:
 - equipment and materials to undertake clean-up
 - additional labour costs (above and beyond normal wage expenditure)
- removal of debris:
 - carting away damaged goods and material
 - cost of disposal
- restoration/reinstatement:
 - payment for trades people to conduct safety inspections
 - essential repairs to premises and internal fittings (e.g. floor covering, electrical rewiring, shelving)
 - 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.

Further information on eligibility, expenditure guidelines and details of acquittals are available at www.graa.qld.gov.au. Grant assistance provided may be subject to audit to verify that the assistance has been used in accordance with the application.

15.4.5 Additional information

Information regarding the preparation of the business case to request activation of this relief measure should be directed to Department of Tourism, Major Events, Small Business and the Commonwealth Games for small businesses. For non-profit organisations, please contact Department of Communities, Child Safety and Disability Services.

Information regarding the operation and management of this relief measure should be directed to QRAA, www.graa.qld.gov.au.

15.5 Special Disaster Assistance (Clean-up and Recovery Grants) for Primary Producers

15.5.1 Overview

The Clean-up and Recovery Grants for Primary Producers may be made available where the primary production sector is severely affected and the community risks losing essential producers. Grants are designed to provide short-term targeted assistance for clean-up, removal of debris, disposal of deceased livestock and reinstatement following an eligible disaster in cases where the impact on the farming sector has been particularly severe and this could result in production and viability being disrupted beyond the current season. Primary producers play an integral part in local economies and communities, and assistance must contribute towards minimising disruption in the affected area and assist the community to recover.

Assistance under this scheme is not intended to compensate eligible primary producers for loss of income.

15.5.2 Administering authority

QRAA

15.5.3 Activation

Requested by Department of Agriculture and Fisheries (DAF)

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

- Standard recovery grants (i.e. up to \$10,000) to a primary producer sector:
 - 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 (i.e. up to \$25,000) to a primary producer sector:
 - 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.

15.5.4 Eligibility

Grant elements and assistance levels may vary from activation to activation and are determined by the Commonwealth.

Grants may include:

- One-off standard grant up to \$10,000 to eligible primary producers for clean-up and immediate reinstatement costs; or
- One-off exceptional circumstances grants up to \$25,000 to eligible primary producers for clean-up and immediate reinstatement costs.

Eligible expenditure includes:

- clean-up:
 - equipment and materials to undertake clean-up
 - additional labour costs (above and beyond normal wage expenditure)
- removal of debris:
 - disposing of damaged goods and injured or dead stock
 - cost of disposal
- restoration/reinstatement:
 - repairs to buildings (other than housing)
 - fencing not covered by any other assistance
 - reconditioning/repairing essential plant and equipment
 - salvaging crops grain and feeds
 - health maintenance for livestock and poultry
 - purchase of fodder (not covered by other assistance)
 - purchase of crops, grains, feeds and livestock to resume trading/production
 - purchase or hire/lease costs for equipment essential to the immediate resumption of farming (exceptional circumstance grants only)
 - replacement of essential water used for fire fighting
 - water cartage

Further information on eligibility, expenditure guidelines and details of acquittals are available at www.graa.qld.gov.au. Grant assistance provided may be subject to audit to verify that the assistance has been used in accordance with the application.

15.5.5 Additional information

Information regarding the preparation of the business case to request activation of this relief measure should be directed to Department of Agriculture and Fisheries on 13 25 23.

Information regarding the operation and management of this relief measure should be directed to QRAA, www.graa.qld.gov.au.

16 Extraordinary Special Assistance (Category D)

16.1 Overview

Extraordinary Special Assistance may be made available where the Prime Minister and the Premier agree that the community is so severely affected by an eligible disaster that additional funding is required to meet the particular circumstances of the event, and where a gap or need for special assistance above and beyond the standard suite of NDRRA assistance arises.

This special relief measure is available under NDRRA Category D (refer Determination s. 5.5) and is only available in exceptional circumstances. As a special relief measure there is no set relief available under this measure.

16.2 Administering authority

The administering authority is dependent upon the type of assistance made available.

16.3 Activation trigger

Activation of the NDRRA and a joint agreement between the Prime Minister and the Premier for the activation of Category D extraordinary special assistance to be made available.

16.4 Eligibility

Decisions to approve Category D measure requests are made on the merits of individual situations. No two disasters are the same and the circumstances and needs of affected communities will always be different.

The essence of 'exceptional circumstances' is that there is something unusual about circumstances of a particular eligible disaster that makes the application of the ordinary rules to govern those circumstances inadequate or inappropriate. The eligibility, application process, terms, and conditions will be developed by the administering authority once the extraordinary special assistance is made available.

16.5 Application process

Any proposal for Category D assistance should be provided in the form of a written request to the Prime Minister, via the Premier, as soon as practicable following an eligible event. Where possible the proposal should provide a business case for each type of measure being sought, outlining:

- a) formal title of assistance
- b) purpose and type of assistance
- c) justification for seeking exceptional assistance from the Commonwealth
- d) beneficiaries
- e) rates/level of funding to/for victims/affected region
- f) summary of qualifying criteria or limits applying to the measure
- g) implications
- h) joint communications strategy (including announcements to the public)
- i) lead state agency (administering assistance)
- j) public hotline or contact information
- k) estimated total cost to the state for the measure
- l) time limit (e.g. closing dates), noting whether state expenditure on the measure will be incurred within the allowable time limit
- m) rate of reimbursement sought (i.e. 50:50 or subject to thresholds)
- n) exit strategy (where applicable)
- o) process for analysing effectiveness of assistance i.e. evaluation.

Appendix 1: Definitions

Allowable Time Limit	<p>For expenditure on restoration or replacement of an essential public asset:</p> <ul style="list-style-type: none"> • two years after the end of the financial year in which the relevant disaster occurred; or • a longer period in exceptional circumstances as agreed by the Commonwealth. <p>For expenditure on any other relief measure, two years after the end of the financial year in which the relevant disaster occurred.</p> <p>(NDRRA Determination 2012 v2)</p>
Backfilling	<p>Filling of a staff member position when the incumbent is seconded to undertake other duties. Under these guidelines backfilling is only allowable if the incumbent staff member is seconded to undertake approved NDRRA activities.</p> <p>While the salary of the incumbent staff member would not be eligible, costs for replacing the staff member (such as higher duties) would be eligible, dependent on type of arrangement. Overtime costs associated with the staff member performing backfilling duties is ineligible.</p>
Betterment (REPA only)	<p>The restoration, replacement or relocation of an 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>Also includes upgrade works which are above the current engineering standards/requirements and building codes/guidelines stipulated for the area in which the asset is located.</p>
Capital cost (Non-consumable resources)	<p>Stock of assets, including property, plant and equipment, intangible assets and inventories, that an agency owns and/or controls, and uses in the delivery of services. Can be characterised as</p> <ol style="list-style-type: none"> a) having a useful life after the event; or b) can be depreciated; or c) having a requirement for ongoing maintenance. <p>Examples of non-consumable resources include computers, generators, pumps, clothes dryers, washing machines, furniture etc.</p> <p>Refer to Section 6.6.3 and Section 7.6.8 Purchase of assets for information on reimbursement.</p>
Category A Measure	<p>A <i>Category A</i> measure is one of the following forms of emergency assistance to <i>individuals</i>:</p> <ol style="list-style-type: none"> a) emergency food, clothing or temporary accommodation; b) repair or replacement of essential items of furniture and personal effects; c) essential repairs to housing, including temporary repairs and repairs necessary to restore housing to a habitable condition; d) demolition or rebuilding to restore housing to a habitable condition; e) removal of debris from residential properties to make them safe and habitable; f) extraordinary counter disaster operations; g) personal and financial counselling; h) extraordinary costs associated with the delivery of any of the above forms of assistance. <p>(NDRRA Determination 2012 v2)</p>
Category B Measure	<p>A <i>Category B</i> assistance measure is one of the following:</p> <ol style="list-style-type: none"> a) restoration or replacement of an essential public asset; b) betterment of an essential public asset; c) concessional interest rate loan to small businesses and primary producers whose assets have been significantly damaged; d) concessional interest rate loan to a needy individual or non-profit organisation whose assets have been significantly damaged; e) concessional interest rate loan to a small business, primary producer or a non-profit organisation that has suffered a significant loss of income; f) interest rate subsidy to small businesses or primary producers whose assets have been significantly damaged; g) interest rate subsidy to a small business, primary producer or a non-profit organisation that has suffered a significant loss of income; h) freight subsidy to primary producers whose assets have been significantly damaged;

	<ul style="list-style-type: none"> i) grant to a needy individual or non-profit organisation whose assets have been significantly damaged; or j) counter disaster operations for the protection of the general public. <p>(NDRRA Determination 2012 v2)</p>
Category C Measure	A community recovery package is designed to support a holistic approach to the recovery of regions, communities or sectors severely affected by an eligible disaster (NDRRA Determination 2012 v2).
Category D Measure	An act of relief or recovery carried out to alleviate distress or damage in circumstances that are, in the opinion of the Commonwealth, exceptional. (NDRRA Determination 2012 v2).
Commonwealth	The Commonwealth Attorney-General's Department. A reference to the <i>Commonwealth</i> includes a reference to the Secretary and appropriate Senior Executive Service officials of the Attorney-General's Department.
Complementary Works	Complementary works are additional works undertaken concurrently with approved eligible restoration works. The full costs of the additional/complementary works component are to be met by the applicant. When works are delivered in addition to or complementary to NDRRA works, they must be outlined within a submission and progress reporting.
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 resources	Resources that: <ul style="list-style-type: none"> a) are low cost e.g. general stationery b) have a single use or limited number of uses during an event e.g. ropes, sandbags, tarpaulins, additional personal protective equipment (PPE) etc. c) could not be used for any other purpose after the event e.g. due to contamination d) were purchased based on a justifiable need and are used and not recovered.
Counter Disaster Operations (CDO)	Counter Disaster Operations are activities undertaken by local and state government agencies to provide direct assistance to an individual, and for the protection of the general public, immediately before, during and in the immediate aftermath of a disaster event. CDO activities are intended to reduce personal hardship and distress. CDO assistance is not intended to cover a broad range of response-type activities that are otherwise the constitutional responsibility of state and local government agencies. (NDRRA Determination 2012 v2).
Current Engineering Standards	The allowance for 'current engineering and building standards' is intended to allow state and local governments a modest level of flexibility to utilise contemporary (rather than requiring the use of obsolete or outdated) construction methodologies and building materials—for example, in the case of restoring or replacing a timber bridge asset, this may include using concrete or steel instead of timber. (NDRRA Determination 2012 v2)
Day Labour	Amounts attributable to salaries or wages or other ongoing administrative expenditure for which the applicant would have been liable even though the eligible measure had not been carried out E.g. permanent staff. (NDRRA Determination 2012 v2).
Day Labour	Extraordinary wages above what would normally be incurred while undertaking eligible activities:: <ul style="list-style-type: none"> a) overtime b) allowances c) temporary employment costs including consultants and/or contractors and/or d) backfilling (only the additional costs, such as higher duties, of backfilling a person undertaking eligible activities is eligible, dependent on type of arrangement, not the salary of the incumbent).
Disaster Mitigation	Measures taken in advance of, or after, a disaster aimed at decreasing or eliminating its impact of a disaster on society and the environment.
Determination	This refers to the Commonwealth Natural Disaster Relief and Recovery Arrangements Determination 2012, Version 2.
Eligible Disaster	An eligible disaster that meets the following criteria: <ul style="list-style-type: none"> o State expenditure on eligible measures exceeds the Small Disaster Criterion as set by the Commonwealth; and

	<ul style="list-style-type: none"> ○ A serious disruption to a community or region caused by the impact of a naturally occurring rapid onset event that threatens or causes death, injury or damage to property or the environment and that requires significant and coordinated multi-agency and community response, and is one of, or combination of: <ul style="list-style-type: none"> ○ Bushfire ○ Flood ○ Storm ○ Tornado ○ Cyclone ○ Landslide ○ storm Surge ○ Tsunami ○ Earthquake ○ Meteor strike ○ Terrorist event ○ <p>For the purpose of this Guideline, it includes terrorist incidents, which are classed as eligible for NDRRA funding.</p> <p>Events where human activity is a significant contributing cause (e.g.: poor environmental planning, commercial development, personal intervention [excluding eligible terrorist events or arson] or accident) are not eligible disasters under the NDRRA. (NDRRA Determination 2012 v2).</p>
Eligible Measure	An act of relief or recovery described as a <i>Category A, Category B, Category C</i> or <i>Category D</i> measure. (NDRRA Determination 2012).
Eligible Undertaking	<p>A body that:</p> <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; or ○ established by or under a law of a state for public purposes (e.g. a local government body); and • provides community, social or economic services free of charge or at a nominal charge well below the costs of production. <p>In exceptional circumstances presented by the State, a public undertaking that does not meet requirements can be taken to be eligible if the Commonwealth and State agree in writing.</p> <p>A body that does not meet these requirements is nevertheless taken to be an <i>eligible undertaking</i> if the Commonwealth has agreed in writing, in the light of special circumstances presented by the state, that the body should be treated as an <i>eligible undertaking</i> for the purposes of this Determination. (NDRRA Determination 2012).</p>
Emergent Works	<p>Works that are:</p> <ol style="list-style-type: none"> a) activities necessary during the course of a disaster to protect eligible public assets or to restore essential public services and maintain public safety b) immediate post-disaster repairs to an eligible asset to enable it to operate/be operated at a reasonable level of efficiency - this would include clean-up costs, removal of silt/debris and temporary repairs.
Essential Public Asset	<p>An essential public asset of an eligible undertaking that the State considers, and the Commonwealth agrees :</p> <ol style="list-style-type: none"> a) is an integral and necessary part of the state’s infrastructure that is associated with health, education, transport, justice or welfare b) would, if lost or damaged, severely disrupt the normal functioning of a community c) would, if lost or damaged, be restored or replaced as a matter of urgency. <p>(NDRRA Determination 2012).</p>
Extraordinary Disaster Coordination Centre Costs	<p>The following is provided as general examples only and applies to costs required to operate a 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.
Extraordinary Costs	<p>Costs that could normally not be absorbed by, or reasonably managed within, the state and local government’s financial, human and other resource capacity. (NDRRA Determination 2012).</p>

Extraordinary expenditure	Expenditure above normal / ordinary business costs which would have been incurred if the disaster event had not occurred.
Extension of Time (EOT)	Where restoration or replacement of an eligible asset is unable to be completed within the <i>Allowable Time Limit</i> due to exceptional circumstances, applicants may request an Extension of Time to complete eligible works. This is only applicable to Restoration of Essential Public Assets relief measure.
Financial Year	A period of 12 months commencing on 1 July (NDRRA Determination 2012).
Natural Disaster	Refer <i>Eligible Disaster</i>
Non-Capital Cost	Non Capital Costs are the operating, maintenance and other costs incurred in the delivery of a an eligible activity.
Non-Profit Organisation	An incorporated charity or non-profit entity that is registered with the Australian Charities and Non-Profits Commission (ACNC) or an equivalent state regulatory body. (NDRRA Determination 2012).
Primary Producer	An individual, partnership, trust or company that: <ul style="list-style-type: none"> ○ has a right or interest in a farm enterprise; and ○ contributes a significant part of his, her or its labour and capital to the enterprise; and ○ 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 Australian New Zealand Standard Industrial Classification 2006 (ANZSIC) 1292.0 (Revision 2.0) Codes 01 (Agriculture), 02 (Aquaculture), 03 (Forestry and Logging), 04 (Fishing, Hunting and Trapping) and 05 (Agriculture, Forestry and Fishing Support Services). (NDRRA Determination 2012).</p>
Residential Dwelling	A residential dwelling for the purposes of NDRRA is a house, caravan and/or residential vessel.
Restoration Works	For the restoration or replacement of eligible uninsured essential public assets damaged as a direct result of an eligible disaster to their pre-disaster standard. This may include restoration in accordance with current engineering standards or requirements and building codes or guidelines if required by legislation. This includes activities undertaken to restore essential assets to pre-disaster standard, immunity level or level of service except where legislation requires current building and engineering standards, codes and guidelines be followed, while maintaining the same asset class.
Small Business	A business, other than a <i>farm enterprise</i> , that employs fewer than 20 full-time equivalent staff. That is, the sum total of all standard hours worked by all <i>employees</i> (whether full-time or part-time) is less than the number of standard hours that would be worked by 20 full-time <i>employees</i> , as defined by the Australian Bureau of Statistics. A <i>small business</i> does not include a sole trader <i>small business</i> where 50 per cent or less of the sole trader's income comes from that business. (NDRRA Determination 2012).
Small Disaster Criterion	The amount published by the Commonwealth from time to time for the purposes of the Commonwealth NDRRA Determination, being the amount of \$240,000 as affected by movements in the Consumer Price Index. (NDRRA Determination 2012).
State	The State of Queensland
State Expenditure	The amount actually spent or the cost incurred by the <i>state</i> within the <i>allowable time limit</i> , on an <i>eligible measure</i> and with respect to an <i>eligible disaster</i> . The amount does not include any of the following: <ul style="list-style-type: none"> • amounts that the <i>state</i> has recovered or may recover from any source; • amounts that a <i>person</i> is liable to reimburse to the <i>state</i> (including amounts attributable to GST); • amounts directly or indirectly receivable from the Commonwealth under a joint Commonwealth/<i>state</i> financial arrangement or some other form of specific purpose financial assistance to a <i>state</i>; • amounts attributable to internal rate hire or salaries or wages or other ongoing administrative expenditure for which the <i>state</i> would have been liable even though the <i>eligible measure</i> had not been carried out;

- amounts that have been transferred from a *state* to a *Department* or other agency of the *state* government for possible expenditure on an *eligible measure*, but have not yet been spent by that agency;
- the local government's contribution to *betterment*;
- profit margins.