



Information and resources for fire-affected communities

(Updated: 07/01/2020)

Below is a list of resources and information that may be helpful for people who have been or expect to be impacted by the fires over coming days, weeks and months. Whilst this list is by no means exhaustive, we hope that it is a starting point for your Network and your communities.

We will continue to update this list as new information comes to hand. Feel free to email Wesley LifeForce's Community Engagement Coordinator (Meryl.Klimczak@wesleymission.org.au) with details of resources, services and contact points not already listed below.

QUEENSLAND

Queensland Government

www.qld.gov.au/communitydisasters-emergencies/queensland-disasters

Emergency hardship assistance

In the days following a disaster, people who are unable to meet their immediate essential needs for temporary accommodation, food, essential clothing and medication may be eligible for financial assistance.

The Emergency Hardship Assistance Grant is available as a contribution to support people directly impacted by a disaster to meet their immediate essential needs for food, clothing, medical supplies or temporary accommodation.

When the Personal Hardship Assistance Scheme is activated you must meet the following criteria to be eligible:

- live or are stranded in the targeted activation zone
- have suffered hardship as a result of the event
- are unable to meet your immediate essential needs for food, clothing, medical supplies or temporary accommodation.

You are not eligible for this grant if you are claiming:

- business loss or damage including compensation for loss of income
- farm or property damage (excluding principal place of residence)
- loss of tools of trade
- essential services outage (if less than 6 days)
- isolation within property.

Emergency hardship assistance is not income tested. If deemed eligible, applicants may receive \$180 per person up to \$900 for a family of 5 or more. The grant is initially available to claim for 7 days following the activation of the grant in your area.

The loss of power to your home is not an eligibility criterion for access to emergency hardship assistance. However, if we are able to verify you have had no access to power for more than 5 days, you may be eligible for an [Essential Services Hardship Assistance grant](#).



How to apply

Apply online via the [Community Recovery Portal](#) or by phoning the Community Recovery Hotline on 1800 173 349 where a customer service officer will assist you to complete an online application.

Australian Government Disaster Recovery Payment

Activation of the [Australian Government Disaster Recovery Payment](#) is the decision of the Australian Government. Under this payment, people who have been affected by flood and storm-damage may also be eligible for financial assistance of \$1000 per adult and \$400 per child.

Identification

We need to know who you are and where you live before we can help you. When making a claim for assistance please bring all of these documents with you:

- driver licence or other photo identification
- Medicare card showing members of your family.

If you don't have this type of identification then please bring a recent rates notice, electricity or other account showing your name and current address.

If you don't have identification documents, help is available to [replace lost or destroyed documents](#).

Regional community support services

During and after a disaster you may need practical assistance or community support to assist you and your family. Our regional community support services brochures provide information and contact details for key community services available in your area, listed by region below.

Also, our [financial assistance fact sheets](#) provide more information and contact details for key services and financial assistance if you have been impacted by a disaster and are unable to meet your own recovery.

Regional community support services brochures by region

These brochures contain a range of local and general community support services available to individuals and their families living in Queensland regions who are experiencing financial and emotional hardship as a result of being impacted by a natural disaster or unforeseen event.

- [Brisbane](#) (PDF, 210KB), (DOCX, 420KB)
- [Central Queensland – Isaac, Mackay and Whitsunday](#) (PDF, 524KB), (DOCX, 434KB)
- [Central Queensland – Rockhampton, Central Highlands, Gladstone, Banana, Central West and Livingstone](#) (PDF, 198KB), (DOCX, 397KB)
- [Central Queensland East – Bundaberg, Fraser Coast and North and South Burnett](#) (PDF, 210KB), (DOCX, 411KB)
- [Far North Queensland](#) (PDF, 212KB), (DOCX, 417KB)
- [North Coast – Sunshine Coast, Gympie and Moreton Bay](#) (PDF, 201KB), (DOCX, 399KB)
- [North Queensland – Mount Isa](#) (PDF, 511KB), (DOCX, 399KB)
- [North Queensland – Townsville](#) (PDF, 515KB), (DOCX, 399KB)
- [South East Queensland – Gold Coast](#) (PDF, 202KB), (DOCX, 449KB)
- [South East Queensland – Logan and surrounding areas](#) (PDF, 205KB), (DOCX, 442KB)



- [South West Queensland – Dalby, Roma, Charleville and South West \(PDF, 208KB\), \(DOCX, 398KB\)](#)
- [South West Queensland – Ipswich, Esk, Boonah, Beaudesert and surrounding areas \(PDF, 208KB\), \(DOCX, 399KB\)](#)
- [South West Queensland – Toowoomba, Lockyer Valley, Warwick, Stanthorpe, Goondiwindi and surrounding areas \(PDF, 209KB\), \(DOCX, 398KB\)](#)

Essential services safety and reconnection grant

If you're uninsured, or unable to claim insurance, you may be eligible for a grant to help you reconnect essential services that were damaged by a disaster.

There are 2 parts to the grant:

1. Inspection: up to \$200 towards a safety inspection for each essential service needing reconnection (electricity, gas, water and sewerage or septic system)
2. Repair: up to \$4200 towards repair work to enable essential services to be reconnected (for example, electrical rewiring).

Eligibility

To be eligible, you must meet all of the following criteria:

- live in a disaster affected area where this grant is activated
- be the owner or mortgagee of the home
- be uninsured or unable to claim insurance to replace or repair your essential service/s
- qualify under the income test (below).

Income test (how much you earn)

Your gross (before tax) weekly income must be less than:

- individual: \$988 (\$51,398 per year)
- couple: \$1,367 (\$71,061 per year)
- sole parent, one child: \$1,368 (\$71,110 per year)
- couple, one child: \$1,694 (\$88,111 per year).

(For each additional child add a further \$327 per week; for each dependent adult add \$378 per week).

How to apply

Apply online via the [Community Recovery Portal](#) or by phoning the Community Recovery Hotline on 1800 173 349 where a customer service officer will assist you to complete an online application.

When your application is completed and it is determined that you live in a disaster affected area, your application will be referred to your local Community Recovery Coordination Centre who will contact you by telephone and arrange a visit.

Then you will need to:

1. Complete and sign the Applicant Information Form.
2. Complete and sign the Essential Services Safety and Reconnection Grant Form.
3. Provide a rates notice and driver licence or electricity bill to confirm you own the dwelling and it is your principal place of residence.

Grant payment

Payments of this grant are divided into two parts (inspection costs and repair costs) and will be made by either cheque or bank deposit direct to you or to the repairer.

Payments can only be made after invoices, receipts, quotes or an inspection report have been provided.