



Information on the Queensland Floods

There is a significant amount of financial and non-financial support available to victims of the floods. The Australian and Queensland Governments have provided information on services available through the following websites:

- [Disaster Assist](#)
- [Queensland Government](#)

The Australian Tax Office

Use [this link](#) to access information available from the ATO regarding Tax Help for Flood Affected Areas in Queensland. [This website](#) also has information for employers who have Superannuation Guarantee Obligations due.

Customer Information on Banking Support Packages

Most major banks have made information on their website regarding options available to customers. Information is accessible at the following links:

- [St George](#) customers or by phoning 1300 769 578
- [Westpac](#) customers or by phoning 1800 067 497
- [Commonwealth Bank](#) customers or by phoning 13 2221
- [National Australia Bank](#) customers or by phoning 1800 701 599
- [ANZ](#) customers or by phoning 1800 149 549
- [Bank of Queensland](#) or by phoning 1800 079 866
- [Heritage](#) customers or by phoning 1800 222 030
- [Suncorp](#) customers.

Premier's Flood Relief Appeal

An Appeal has been established to accept donations to assist those affected by the floods. At this time, information on how these funds are to be allocated and disbursed has not been made available. Information for people wishing to make donations can be found on the [Queensland Government website](#).

Replace Flood-damaged or Lost Certificates Free of Charge

For many people, the loss of personal items such as birth, death and marriage certificates can be significant. The Queensland Government has announced that people who, as a result of the floods, have lost important certificates such as birth, death, marriage or change-of-name can apply for replacements free of charge. You simply need to contact the Registry of Births, Deaths and Marriages on 1300 366 430 or email BDM-mail@justice.qld.gov.au

Disaster Recovery Payments

The Australian and Queensland Governments are providing a number of disaster recovery payments. You can access further details of each of these payments by clicking on the subsidy name.

- **Disaster Income Recovery Subsidy**

The Disaster Income Recovery Subsidy provides assistance to employees, small business operators and farmers who lost income as a result of the flooding. This Subsidy will provide fortnightly payments equivalent to the maximum rate of Newstart allowance (currently \$469.70pf (single) or \$424.00pf (each member of a couple)) depending on the person's circumstances.

The Disaster Income Recovery Subsidy was announced on 10 January 2011, for an initial period of up to 13 weeks.

More information is available on the [Centrelink website](#) or by contacting the Emergency Assistance Hotline on 180 22 66 to receive claims for assistance.

- **The Australian Government Disaster Recovery Payment**

The Australian Government Disaster Recovery Payment will be provided to eligible people adversely affected by the Queensland flooding. The payment is to provide immediate, one-off financial assistance to eligible Australians adversely affected by the disaster.

The Australian Government Disaster Recovery Payment rate is \$1,000 per eligible adult and \$400 per child. Claims for this assistance can be lodged at Centrelink until 4 July 2011 as application for the payment is available for a period of up to six months. Qualification information is available on the [Centrelink website](#) or by calling 180 22 66.

- **Personal Hardship Assistance Grant**

Provided by the Queensland Government, Personal Hardship Assistance may be available to individuals and families who do not have the capacity to meet immediate, unexpected basic costs for food, clothing, medical supplies or accommodation caused by the disaster. This grant is a non-means tested once-off payment of \$170 per person, up to a maximum of \$850 for a family of five or more.

Individuals and families can express an interest in this grant by calling 1800 173 349.

- **Queensland Government Essential Household Contents Grant or a Structural Assistance Grant**

An *Essential Household Contents Grant* may be available to people who own essential household contents that have been lost or damaged in the disaster and who do not have contents insurance. This grant is a means tested once-off payment of up to \$1,705 per adult, up to a maximum of \$5,120 for a couple/family.

A *Structural Assistance Grant* may be available to property owners whose home has been damaged by the disaster. The home must be uninsured for this disaster event, owned by the applicant and their sole place of residence at the time of the disaster. The grant provides a contribution towards repair of the residence to a habitable and secure condition. This grant is a means tested once-off payment of up to \$10,500 per individual, and up to \$14,200 for a couple/family, less amounts paid as an Emergency Assistance Grant and/or Essential Household Contents Grant.

These grants are means tested and further information is available by [clicking this link](#) or by calling 1800 173 349.

- **Assistance for Primary Producers and Small Businesses**

A range of assistance is available for primary producers and small business operators, ranging from grants of up to \$25,000 and low rate interest loans of up to \$250,000. Further information can be obtained on the [QRAA website](#) or by phoning QRAA on 1800 623 946. Bill Fletcher is a QRAA Client Liaison Officer based in Kingaroy. His contact details are as follows:

Telephone: (07) 4160 0716

Mobile: 0417 778 317

E-Mail: bill.fletcher@qraa.qld.gov.au

Residential Tenancies Authority

The [RTA website](#) has information relevant to tenants, landlords, agents and managers.

National Film and Sound Archives

This [website](#) contains advice on how to save precious audio-visual materials damaged by flood waters.