

Information on

Community Recovery

financial assistance and support services for:

**South East Queensland
Hailstorms**

Updated 3 November 2020

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COMMUNITY RECOVERY | EVENT-SPECIFIC INFORMATION PACK

Key messages for communiques

- The Department of Communities, Disability Services and Seniors (DCDSS) coordinates Community Recovery services to assist disaster-affected people, including emotional support and financial assistance.
- Community Recovery staff are on the ground to assess and respond to the needs of the affected communities.
- People are able to choose how they access assistance to recover; online, over the phone or in person:
 - **Online** — the Community Recovery online portal (www.communityrecovery.qld.gov.au) allows people to apply for financial assistance and support services from personal devices at their own convenience (e.g. computer, smartphone, tablet).
 - **Over the phone** — the Community Recovery Hotline (Ph: 1800 173 349) will also offer to complete applications for financial assistance and support services over the phone.
 - **In person** — Community Recovery will be operating from the upper floor at the **Springfield Lakes Community Centre, 53 Springfield Lakes Blvd, Springfield Lakes, 9:00am to 5:00pm daily**. COVID-19 safe practices as advised by Queensland Health will be applied.
- Non-government organisations (NGOs) are available to provide emotional wellbeing and support services, such as counselling and charitable donation of goods and service. NGOs will refer those experiencing serious psychological issues to Queensland Health mental health practitioners.
- The department also provides interpreter services to assist people to access Community Recovery services who do not have English as their first language or are hearing-impaired.
- To donate money, goods or to receive assistance contact the following organisations: GIVIT, Australian Red Cross, The Salvation Army, St Vincent de Paul Society Queensland or UnitingCare (Lifeline).
- The department also provides interpreter services to assist people to access Community Recovery services who do not have English as their first language or are hearing-impaired.
- Follow Community Recovery on Facebook @RecoveryQld.
- The Commonwealth/State Government has activated the following grants for defined localities within the Greater Springfield area (Springfield and Springfield Lakes) Rosewood and Willowbank within the Ipswich Local Government area.
 - **Emergency Hardship Assistance**: \$180 per person (up to \$900 for a family of five or more) for people who are unable to meet their immediate essential needs for temporary accommodation, food, essential clothing and medication.
 - **Essential Household Contents****: of up to \$1,765 for individuals (up to \$5300 for a family) to eligible people who do not have the relevant insurance and have had damage to their homes and belongings as a result of the disaster and who meet the income threshold.
 - **Structural Assistance****: of up to \$10,995 for individuals (up to \$14,685 for a family) for people who are uninsured, or unable to claim insurance, as a contribution towards repairs to their home to make it secure and safe and who meet the income threshold.
 - **Essential Services Safety and Reconnection Scheme****: up to four essential service reconnections (e.g. electricity, gas, water or sewerage) at maximum \$200 each and repair to damaged service items to a maximum total of \$4200.

**Eligibility Criteria applies please see pages 4-6 for further detail.

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Community Recovery service locations

Community Recovery online portal (if connectivity permits)

The portal provides members of the public with the option of applying online for financial assistance and support services using their own internet-enabled devices (e.g. computer, smartphone, tablet). The portal is also able to determine an applicant's eligibility, verify their identity and transfer funds directly to their nominated bank account. The portal will be turned on and only visible to members of the public following a disaster when hardship assistance is activated by the Queensland Government. The web address for the portal is: www.communityrecovery.qld.gov.au

Community Recovery Hotline (1800 173 349)

People can call the hotline and be assessed for financial assistance and request support services over the phone.

Springfield Lakes Community Centre

People are encouraged to apply online or over the phone, but if they are unable to, they can visit Community Recovery staff who will be operating from the:

Springfield Lakes Community Centre

53 Springfield Lakes Blvd, Springfield Lakes
9:00am – 5:00pm daily

Outreach

Outreach visits are available for people who are unable to apply online, over the phone or make it to a Community Recovery Hub.

Members of the public can make an appointment for a Community Recovery representative to visit them

where they are living to provide assistance (e.g. access to financial assistance or referral to emotional wellbeing and support services).

To request an outreach visit, contact the Community Recovery Hotline on 1800 173 349.

Outreach visits will also be required to verify disaster impact and damage to support applications for the Essential Household Contents Grant, Structural Assistant Grant and Essential Services Safety and Reconnection Scheme.



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Financial assistance

The Commonwealth/State Government has activated the following grants in defined localities within Ipswich Local Government area: Greater Springfield area (Springfield and Springfield Lakes) Rosewood and Willowbank

Emergency Hardship Assistance

Purpose	The Emergency Hardship Assistance Grant is available as a contribution to support people directly impacted by a disaster to who are unable to meet their immediate essential needs for food, clothing, medical supplies or temporary accommodation.
Amount	\$180 per person, or up to \$900 for a family of five or more.
Eligibility criteria	<p>Emergency Hardship Assistance is not income or asset tested. To be eligible, applicants must meet all of the following criteria:</p> <ul style="list-style-type: none"> • live or are stranded in the targeted activation zone • have suffered hardship as a result of the event • are unable to meet immediate essential needs for food, clothing, medical supplies or temporary accommodation. <p>Note: 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.</p> <p>The following circumstances are NOT grounds for receiving Emergency Hardship Assistance:</p> <ul style="list-style-type: none"> • Business loss or damage including compensation for loss of income • Farm or property damage (excluding principal place of residence) • Loss of tools of trade or damage to vehicles • Essential services outage (if less than six days) • Isolation within property
Payment	Electronic Funds Transfer or Recovery Debit Card.
Access	Online via the Community Recovery Portal (www.communityrecovery.qld.gov.au), over the phone on the Community Recovery Hotline (1800 173 349), or in person at a Community Recovery Hub or outreach visit.

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Essential Household Contents Grant

Purpose	If people are uninsured or unable to claim insurance, they may be eligible for financial assistance to provide a contribution towards replacing or repairing essential household contents, such as beds, linen and whitegoods, that have been lost or damaged in a disaster. This grant is income tested.
Amount	Up to \$1,765 for single adults, and up to \$5,300 for couples/families.
Eligibility criteria	<p>To be eligible, applicants must meet all of the following criteria:</p> <ul style="list-style-type: none"> • live in a disaster-affected area where this grant is activated, and • be uninsured or unable to claim insurance to replace or repair their household contents, and • weekly income must be less than: <ul style="list-style-type: none"> – individual: \$988 (\$51,389 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). <p>For each additional child add a further \$327 per week; for each dependent adult add \$378 per week.</p>
Payment	Electronic Funds Transfer or Cheque.
Access	<p>Online via the Community Recovery Portal (www.communityrecovery.qld.gov.au), over the phone on the Community Recovery Hotline (1800 173 349), or in person at a Community Recovery Hub or outreach visit.</p> <p><small>*Please note: an outreach visit will be required to confirm eligibility before this grant is paid.</small></p>

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Structural Assistance Grant

Purpose	If people are uninsured, or unable to claim insurance, they may be eligible for a one-off payment as a contribution towards repairs to their home to make it secure and safe. This grant is income tested.
Amount	Up to \$10,995 for single adults and up to \$14,685 for couples/families.
Eligibility criteria	<p>To be eligible, applicants must meet all of the following criteria:</p> <ul style="list-style-type: none"> • live in a disaster-affected area where this grant is activated, and • own or be the mortgagee of the home, caravan or boat, and • have been living in the home, caravan or boat at the time of the disaster (it was their primary place of residence), and • be uninsured or unable to claim insurance for the structural repairs, and • weekly income must be less than: <ul style="list-style-type: none"> – individual: \$988 (\$51,389 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). <p>For each additional child add a further \$327 per week; for each dependent adult add \$378 per week.</p>
Payment	Electronic Funds Transfer or Cheque.
Access	<p>Online via the Community Recovery Portal (www.communityrecovery.qld.gov.au) or over the phone on the Community Recovery Hotline (Ph: 1800 173 349).</p> <p><small>*Please note: an outreach visit will be required to confirm eligibility before this grant is paid.</small></p>

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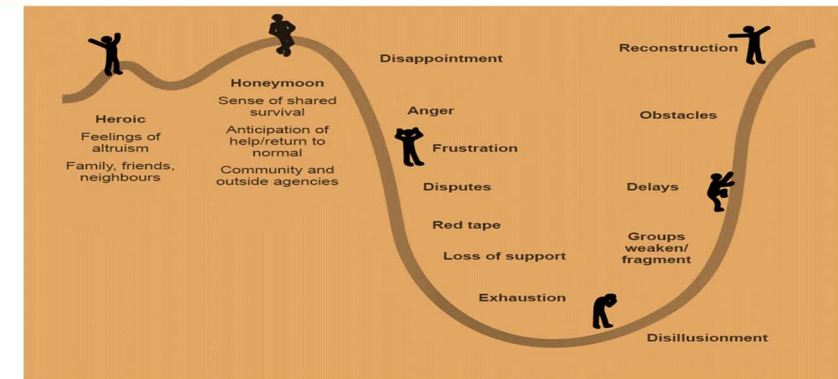
Essential Services Safety and Reconnection Scheme

Purpose	If people are uninsured, or unable to claim insurance, they may be eligible for a grant to help reconnect essential services that were damaged by a disaster. This grant is income tested.
Amount	<p>There are two parts to the grant:</p> <ol style="list-style-type: none"> 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 \$4,200 towards repair work to enable essential services to be reconnected (for example, electrical rewiring).
Eligibility criteria	<p>To be eligible, applicants must meet all of the following criteria:</p> <ul style="list-style-type: none"> • live in a disaster-affected area where this grant is activated, and • be the owner or mortgagee of the home, and • be uninsured or unable to claim insurance to replace or repair your essential service/s, and • weekly income must be less than: <ul style="list-style-type: none"> – individual: \$988 (\$51,389 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). <p>For each additional child add a further \$327 per week; for each dependent adult add \$378 per week.</p>
Payment	Electronic Funds Transfer or Cheque.
Access	<p>Online via the Community Recovery Portal (www.communityrecovery.qld.gov.au) or over the phone on the Community Recovery Hotline (Ph: 1800 173 349).</p> <p><small>*Please note an outreach visit will be required to confirm eligibility before this grant is paid.</small></p>

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Psychosocial recovery

During a disaster it is common for community members to experience psychological distress. Eighty per cent of people affected by a disaster will recover with the provision of basic support while the other 20 per cent may require more intensive therapeutic intervention. Reactions such as fear, guilt, anger, uncertainty, sadness, grief and insecurity are to be expected. Other symptoms of stress in a family group or community might be seen through difficulty sleeping, miscommunications, hypervigilance, increased family violence, increased use of alcohol and other drugs and low attendance at work and school. People experiencing these feelings may benefit from a referral to a non-government organisation providing emotional wellbeing and support services such as Psychological First Aid, information-provision, and/or counselling. Specialist mental health clinicians from Queensland Health work with those non-government organisations by responding to individuals identified as experiencing acute stress reactions or heightened symptoms of pre-existing mental health disorders.



It is normal for individuals to experience a variety of reactions over time, and for people to view the same event differently. Longitudinal studies suggest that post-disaster psychological symptoms reach their peak in the year following the disaster and then improve, but in many cases symptoms may persist for years. Some people will recover quickly while others may require support over a longer period of time. Some people may develop new mental health disorders or experience a reoccurrence or exacerbation of an existing disorder in the weeks and months following an event. The number of people affected varies according to the severity and nature of the disaster and the extent of losses sustained. Only a small minority of individuals with disaster-related mental health disorders, especially with PTSD, initiate contact with mental health treatment services, unless they've had prior experience with those services. People experiencing ongoing post-traumatic stress or depressive symptoms can be referred to public mental health services through Queensland Health for assessment. Community members should be encouraged to seek help if they or their children experience any of the above-mentioned symptoms.

In emergencies there are disruptions to family and community networks due to loss, displacement, family separation, community fears and distrust. Even when family and community networks remain intact, people in emergencies will benefit from help in accessing greater community and family supports. Psychosocial support is built on ensuring access to basic services, information, empowerment, community support, reconnection with family and friends, psychological and counselling services, and specialised services.

Appropriate training for responders after a disaster is of paramount importance in order to avoid triggering survivors' heightened suggestibility, the possibility of vicarious trauma, and the risk of re-traumatising survivors through inappropriate support. Queensland Health clinicians can also assist responding field staff and volunteers with on the ground emotional support as required. Factsheets and other useful reference materials are also available – refer to the 'links and resources' section of this document.

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Support services



Good Shepherd Microfinance provides safe, fair and affordable loan programs to low-income earners to purchase essential household goods and services — in particular, no interest and no fees loans up to the value of \$1,500 for concession card holders, with repayment over a 12 to 18-month period and low interest, no fee loans of up to \$3,000 repaid over three years for people on low incomes

www.goodshepherdmicrofinance.org.au



GIVIT coordinates donations of money, goods and services and works with NGOs to match these donations to the needs of disaster-affected individuals. To donate funds, goods or services, or for NGOs to request assistance for affected residents.

www.givit.org.au



The **Housing Assist Qld app** is free and helps people seeking housing assistance and public housing tenants to access services at a time suitable to them.

<https://www.qld.gov.au/housing/renting/housing-assist-qld-app/>



Lifeline provides counselling and support, including crisis counselling to people affected by disaster.

www.lifeline.org.au



Australian
Red Cross

Red Cross supports and visits people in communities where disaster has occurred to check on their wellbeing and make referrals to other agencies.

www.redcross.org.au/get-help/emergencies



Volunteering Queensland registers the interest of potential disaster volunteers through its EV CREW service. These potential volunteers are then referred to and managed by Councils and organisations requesting volunteer assistance in disaster-affected communities

www.emergencyvolunteering.com.au

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The Salvation Army provides emergency catering and disaster recovery support services to assist with the physical, emotional and spiritual needs of people impacted by disasters

www.salvos.org.au



St Vincent de Paul provides essential items such as blankets, toiletries, mattresses, clothing, food and children's and babies' necessities.

www.vinnies.org.au



Triple P – Positive Parenting Program — Parents play a key role in helping children develop the emotional resilience they need to cope with life's challenges. Parents can attend a free "Raising Resilient Children" seminar, or do Triple P Online for free to help build their child's coping skills, before or after a disaster.

www.triplep-parenting.net



Tzu Chi Foundation Australia is a Buddhist compassion relief foundation, assisting victims of disaster and humanitarian aid.

www.tzuchi.org.au



RSPCA services include rescuing trapped animals, helping injured animals, and technical and logistical support for emergency animal shelters.

www.rspca.org.au



Blue Care provides most community care services using its own staff and facilities.

www.bluecare.org.au



St John Ambulance is a self-funded charitable organisation dedicated to helping people who are sick, distressed, suffering or in danger.

www.stjohnqld.com.au



Orange Sky Australia is the world's first free mobile laundry service helping those who are experiencing homelessness or have been impacted by a natural disaster

www.orangesky.org.au

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Other disaster management functions and agencies

Functions	Lead Agencies	Contact Details
Building Recovery, Building and Engineering Services	Department of Housing and Public Works	13 QGOV (13 74 68)
Communication Services (call centre and government website)	Department of Housing and Public Works	13 QGOV (13 74 68)
Economic Recovery	Department of State Development, Tourism and Innovation	13 QGOV (13 74 68)
Electricity, Fuel, Gas, Reticulated Water Supply and Water Dam Safety	Department of Natural Resources, Mines and Energy	13 43 87 (Energy) 13 74 68 (Water)
Public Health, Mental Health and Medical Services	Queensland Health	13 QGOV (13 74 68)
State Emergency Services (SES)	Queensland Fire and Emergency Services	132 500
Environmental Recovery	Department of Environment and Science	13 QGOV (13 74 68)
Housing assistance and support services	Department of Housing and Public Works	13 QGOV (13 74 68)
External Affairs and Communication	Department of the Premier and Cabinet	13 QGOV (13 74 68)
Financial Support for Primary Producers, Small Business and Not-For-Profits	Queensland Rural and Industry Development Authority	1800 623 946
Emergency Medical Retrieval	Queensland Health and Queensland Ambulance Service	13 QGOV (13 74 68)
Recovery Coordination and Monitoring	Queensland Reconstruction Authority	1800 110 841
Roads and Transport Recovery	Department of Transport and Main Roads	13 19 40
Search and Rescue	Queensland Police Service	000 or 131 444
Telecommunications Services	Department of Housing and Public Works	13 QGOV (13 74 68)
Transportation Infrastructure, Providers and Regulation	Department of Transport and Main Roads	13 QGOV (13 74 68)
Warnings	Queensland Fire and Emergency Services	13 QGOV (13 74 68)
Enduring Powers of Attorney	The Public Trustee	1300 360 044

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Contacts

For the public

Community Recovery Hotline

☎ 1800 173 349

Emergency Contacts & Alerts

Police, fire and ambulance

For life or property threatening events:

☎ TRIPLE ZERO (000)

If you have a speech or hearing impairment:

☎ ONE ZERO SIX (106) through your TTY

Emergency alerts

<http://www.disaster.qld.gov.au/EA/Default.asp>

Road conditions and closures

Traffic and travel information: www.qldtraffic.qld.gov.au

Or ☎ 13 19 40

Health and hospital information

☎ 13 HEALTH (13 43 25 84)

Housing assistance and support services

☎ 13 QGOV (13 74 68)

Crisis Support

☎ Lifeline: 13 11 14

Power supply

Dangerous situations and downed power lines

- South East Queensland residents, phone Energex on ☎ 13 19 62
- all other Queensland residents, phone Ergon Energy on ☎ 13 16 70

Loss of supply

- South East Queensland residents, phone Energex on ☎ 13 62 62
- all other Queensland residents, phone Ergon Energy on ☎ 13 22 96

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Links and resources

State & Federal Activations – Arrangements and Guidelines

www.qra.qld.gov.au/our-work/disaster-recovery-funding

Get Ready Queensland website

www.getready.qld.gov.au/

Queensland Alert website

www.qldalert.com

Queensland Government Disaster Management website

www.disaster.qld.gov.au

Current disasters

www.qld.gov.au/community/disasters-emergencies/current-disasters/

Support groups

www.qld.gov.au/emergency/community/support-group

Personal and family support

www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/support

Housing Assist Qld

www.qld.gov.au/housing/renting/housing-assist-qld-app/

Assistance for primary producers, small businesses and NGOs

www.qrida.qld.gov.au/current-programs/Disaster-recovery

Queensland Farmers Federation

www.qff.org.au/

Recovery after a disaster

www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/

Managing stress after a disaster

www.qld.gov.au/community/disasters-emergencies/managing-stress/

Family relationships after a disaster

www.qld.gov.au/community/disasters-emergencies/family-relationships/

Business support

www.business.qld.gov.au/business/running/disaster-resilience-and-recovery

Commonwealth Government assistance

www.disasterassist.gov.au/Pages/home.aspx#

Resilience resources for Community Organisations

<http://resilience.acoss.org.au/>

Good Shepherd Money Ready Toolkit

<http://goodshepherdmicrofinance.org.au/assets/files/2016/12/Money-Ready-Toolkit.pdf>

Enduring Powers of Attorney

www.pt.qld.gov.au

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More Information

Insurance

After a disaster you should contact your insurer as soon as possible to find out what is covered on your policy and ask for advice on repairs and building work that is required at your property. Ensure you keep records, and if possible photos, of any damage to property or contents. If you have difficulties with your insurance company contact the Insurance Council Australia PH: 1300 728 228. For more information visit www.qld.gov.au/community/disasters-emergencies/insurance.

Landlord/ tenancy

Property managers/owners and tenants should talk to each other as soon as possible to discuss the state of the property and work out if any action needs to be taken. The property manager/owner is responsible for any maintenance and repairs and the tenant is responsible for removing or cleaning their possessions. For more information contact PH: 1300 366 311 or visit www.rta.qld.gov.au/Renting/During-a-tenancy/Serious-problems-during-a-tenancy/Property-becomes-unliveable

Cleaning your home after disaster

After a disaster ensure your home is safe and clean. For advice on how to clean your home after a disaster visit www.qld.gov.au/community/disasters-emergencies/cleaning-up

Cleaning up mould

After a cyclone or flood, the heat, humidity and water can all cause mould to grow. Breathing in, eating, drinking or touching mould can cause health problems, especially for people with asthma, sensitivities or allergies. For details on how to clean mould visit www.qld.gov.au/community/disasters-emergencies/mould

Scams

Be aware that there are people who try to use disasters for their own gain. Fake charities and people posing as government officials have taken advantage of the public after past disasters. Do not supply your credit card details to these people. For more detail visit www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/fair-trading-services-programs-and-resources/fair-trading-latest-news/disaster-assistance/charity-scams

A free online check is available at the following link to see if you are donating to a legitimate charity:

www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/check-a-licence-association-charity-or-register/check-a-charity-or-association

Asbestos Removal

Material containing asbestos can be damaged during severe weather. Asbestos is dangerous when tiny fibres are inhaled. The fibres can lodge in your lungs and eventually cause disease. For urgent enquires contact Ph: 13 74 68 or for more information visit www.qld.gov.au/emergency/safety/asbestos

Volunteering

Volunteers provide help when it's safe to do so, before and after disasters – with preventative measures, immediate clean-up and large-scale, long-term recovery projects. The difference that volunteers can make to a disaster-affected family, community group or organisation is immeasurable. To volunteer please contact Volunteering Queensland www.volunteeringqld.org.au