GENERAL INFORMATION ABOUT THIS DOCUMENT

- Students affected by floods should be aware that significant assistance is available from Local, State and Federal Government.
- Please check eligibility and access using the contacts below – students who are not citizens or holders of permanent visas may not be eligible for some of the listed assistance. Please check directly regarding eligibility.
- This document should be used as a guide. Information provided below should be confirmed directly with the agency concerned.
- QUT Student Support Services (eg. Counselling, International Student Services) are available to provide advice and support to any QUT students who continue to be affected.

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PLEASE NOTE

The resources compiled by QUT are provided in good faith and passed on to students as a guide only.
QUT obtains the information from a number of sources, including external agencies and published data. QUT does not investigate the content of the information, does not guarantee the accuracy of the information and does not necessarily subscribe to or endorse any opinions or recommendations in the resources.
Payments available

FEDERAL GOVERNMENT

Centrelink

Financial assistance is available through Centrelink for people affected by the recent floods. For a list of areas that are eligible for these supports, please go to the following link:

PLEASE NOTE: THIS IS ONLY A GUIDE. CRITERIA, SUCH AS ELIGIBILITY, ARE CHANGING ON A VERY REGULAR BASIS. PLEASE ENSURE YOU CONTACT CENTRELINK FIRST.

Australian Government Disaster Recovery (AGDR) Payment (Qld)

A payment for people who have experienced considerable injury/property loss. Applicants need to provide proof identity, address, hospital admission forms or photo's etc.

- $1000 per adult
- $400 per child

You must make a claim for the AGDR by July 4, 2011.

ELIGIBILITY

In summary, the AGDR is available for anyone who:

- is an Australian resident AND
- is 16 years or older or are receiving a social security payment AND
- has not already received an Australian Government Disaster Recovery payment for this disaster AND
- has experienced at least one of the following:
  - been seriously injured OR
  - has major property damage or your house has been destroyed OR
  - is an immediate family member of an Australian killed as a direct result of the disaster OR
  - has been unable to access or leave their home for 24 hours OR
  - has had a utility failure (i.e. gas/water/electricity/sewerage) for 48 hours OR
  - is the principal carer of a dependent child who has experienced any of the above.

THIS IS ONLY A GUIDE. CHECK WITH CENTRELINK TO CONFIRM ELIGIBILITY.

For more information follow this link:

For a Fact Sheet with detailed eligibility criteria and application information follow this link:
**Disaster Income Recovery Subsidy (DIRS)**
This is a fortnightly payment equal to the full amount of eligible Newstart.

You must make a claim for the DIRS by **February 28, 2011**.

**ELIGIBILITY**
In summary, the DIRS is available for anyone who:
- is an Australian resident or is a foreign national living/working in Australia at the time of the disaster
- is 16 years or older and is not a dependent child
- resides in or derives an income from a flood affected area **AND**
  - has experienced a loss of income as a direct result of the floods
  - can within 28 days show evidence supporting this loss
  - is not receiving an equivalent existing Centrelink payment or Exceptional Circumstances Income Relief Payment.

The DIRS is available to foreign nationals living or working in Australia at the time. Definition: “Is on any class of permanent visa and has not yet met the residency waiting period OR is on a temporary skilled class visa OR any New-Zealand national on a temporary visa OR a temporary family class visa”.

**THIS IS ONLY A GUIDE. CHECK WITH CENTRELINK TO CONFIRM ELIGIBILITY.**

For more information follow this link:

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**How to Apply - FEDERAL**

Centrelink payment applications can be made:

**Phone:** 180 22 66
**Paper:** Forms can be MAILED, FAXED or DELIVERED IN PERSON.
**Fax:** 1300 727 760. Ensure you include supporting documentation.
**Mail:** QLD Flooding - December 2010/January 2011 Processing Centre
Reply Paid 7815
Canberra BC

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**Australian Tax Office**
People may be able to have payment of debts (Tax/HECS) delayed for a period.

The ATO can also help people recover financial records.

The **Australian Tax Office** (ATO) can be contacted on:

**Phone:** 1800 806 218
**Online:** http://www.ato.gov.au/corporate/content.asp?doc=/content/00179960.htm
QUEENSLAND GOVERNMENT

Financial assistance is available through the Department of Communities. Below is a summary of the assistance being provided. For a comprehensive outline of the services offered, please read the factsheet that can be found through the following link:


For a list of areas that are eligible for these supports, please go to the following link:


Premiers Disaster Relief Fund – Emergency Assistance
The Premiers Disaster Relief Fund is available for anyone who(se):
- principal place of residence at the time of the floods was damaged – regardless of whether the property was rented or owned AND
- damaged residence was flooded above the level of the floor in the living areas, making your home uninhabitable AND
- will find it hard to recover from the impact of the floods without financial assistance

The level of flooding shall be verified by local councils and government departments/agencies. If eligible, you will receive:
- $2000 per adult (over 18 years of age) AND
- $1000 per child (under 18 years of age)

You must apply by the 31st March, 2011. This can be done by contacting 180 22 66.

Emergency Assistance Grants
Evidence of hardship and photo ID is required
- $170 one off payment per person - maximum $850 per family
- NOT means tested

Essential Household Contents Grant
To help replace lost or damaged essential household items
- Up to $1705 for household goods per adult – maximum $5120 per family
- Can apply by email or phone (email is faster)
- Households do not have contents insurance
- Means tested and dependent on review by Government assessors

Structural Assistance Grant
Repair for flood-damaged houses for people without insurance
- Up to $10 500 per adult and up to $14 200 per family
- One off payment
- The damaged residence must be owned by applicant and be their sole residence
- Owners do not have insurance
- Means tested and dependent on review by Government assessors
**Essential Services Safety and Reconnection Grant**

Available to refund the cost of safely reconnecting: electricity, gas, water, sewage services and septic systems damaged by flooding.

- One off payment made directly to the tradesperson
- $200 per service for safety inspections by accredited inspectors
- $4200 to meet the costs of reinstating services to Australian standards by a qualified tradesperson
- Means tested

**Mortgage Relief**


Assistance includes:

- Loans of up to $20,000 available for those who meet eligibility criteria
- Payment made directly to mortgage lender
- 10 years to repay the loan with no payment required in the first 12 months
- Also available to pay council rates in arrears as a direct result of the floods

**MEANS TESTING**

Upper income limits:

- Individual: $704/week + $51 for each dependent
- Couple: $903/week + $51 for each dependent

Upper asset limits:

- More than: $6135 (excluding 1 car and house of residence and contents)
- Pensioners: $25,101 (excluding 1 car and house of residence and contents)

**How to Apply - STATE**

**Phone:** 1800 173 349.

For applicants without identification can receive assistance to obtain identification.

**BRISBANE CITY COUNCIL**

The council has provided access for flood victims to:

- an extra 30 days to pay rates
- $100 rebate on water bill to assist in cleaning up
- no parking meters or time zones enforced for 30 days
- rubbish tips accepting green waste and general rubbish free of charge

For more information regarding these supports, please contact the Brisbane City Council on:

**Phone:** 07 3403 8888

Other Support

QUEENSLAND UNIVERSITY OF TECHNOLOGY (QUT)

**QUT Counselling Services** offers students personal counselling. There are also Welfare Officers who can assist with accessing crisis payments and financial assistance including bursaries and interest-free loans. For more information please contact:

- **Phone:** 07 3138 3488

**International Student Services** provide support for all international students.

- **Phone:** +61 7 3138 3963
- **Web:** [http://www.issupport.qut.edu.au/](http://www.issupport.qut.edu.au/)

**The Student Guild** may also be able to provide some assistance.

- **Phone:** 07 3138 1666
- **Web:** [http://www.guildonline.net/home/home.php](http://www.guildonline.net/home/home.php)

**NOT FOR PROFIT ORGANISATIONS**

Services that can provide food, clothing and counselling support.

**Lifeline**

Lifeline telephone counselling service. Counsellors can refer you to your local Lifeline office.

- **Phone:** 13 11 14

**St Vincent De Paul**

Contact for advice and support regarding food, clothing and shelter.

- **Phone:** 07 3010 1096

**Salvation Army:**

Contact for advice and support regarding food, clothing and shelter.

- **Phone:** 13 72 58
- **Web:** [http://salvos.org.au/](http://salvos.org.au/)

HELPING HAND – Courier Mail

The Courier Mail has created a website called **Helping Hand, Queensland Recovers**. This website contains a range of information regarding support for people that have been flood affected. It also includes links to discounts, good and services, financial aid and information on accommodation.

Evacuation Centres/ Disaster Recovery Centres

These have mainly closed down. For more information on the remaining centres, please go to this link:


The main point of contact is now on the number: 1800 173 349.

International Students

Please contact QUT International Student Services (ISS) for support. There is a range of support available including welfare and tenancy support. Please contact ISS for more information.

- **Phone:** +61 7 31382019
- **Web:** [http://www.issupport.qut.edu.au/](http://www.issupport.qut.edu.au/)
- **In Person:**
  - Kelvin Grove: Level 4, C Block
  - Gardens Point: Level 3, X Block
  - Ph. +61 7 313 83963
  - Ph. +61 7 313 82019
  - Fax. +61 7 313 83655
  - Fax. +61 7 318 81522

QUT Exams and Enrolment

Students should contact AskQUT and the QUT General Enquiries line:

- **QUT General Enquiries:** 07 3138 2000
- **AskQUT:** [http://ask.qut.edu.au/](http://ask.qut.edu.au/)

International Students should contact International Student Services on:

- **Phone:** +61 7 313 83963
- **Web:** [http://www.issupport.qut.edu.au/](http://www.issupport.qut.edu.au/)

The QUT Facebook page has some information regarding exam disruptions and enrolment issues: [http://www.facebook.com/pages/Queensland-University-of-Technology-QUT/](http://www.facebook.com/pages/Queensland-University-of-Technology-QUT/)
Housing/Tenancy Issues

Residential Tenancies Authority (RTA)
The RTA offers the following advice:
- “A tenancy agreement does not automatically end during a natural disaster, even if the premises is totally destroyed”
- It is possible to apply for the premises to be considered non-liveable but this must be done within one month of the disaster
- If your house is damaged you may be able to negotiate a period of limited or no rent
- Rent can only be increased once every 6 months and with 2 months notice

For more information see the following fact sheet:

To seek appropriate forms, or for more information go the RTA website:

NON-LIVEABILITY
If your house is considered non-liveable then you shall be given a “NOTICE TO LEAVE FOR NON-LIVEABILITY”.
- This can be sought by you OR the owner/agent of the premises
- Once this is received then you must vacate the property the same day

Appeals process
If you believe that the house is not “non-liveable”, or you need more time to move out from the premises the following is suggested:
- Negotiate with the owner/agent of your property
- If negotiations are unsuccessful lodge a Form 16 (Dispute Resolution Request) immediately

They can be contacted by:
Phone: 1300 366 311
Web: http://www.rta.qld.gov.au

Tenants Union of Queensland (TUQ)
The TUQ has an excellent fact sheet regarding tenants affected by floods:

The TUQ can provide free advice to tenants in Queensland:

Contacts:
Phone: 1300 744 263
Web: http://tuq.org.au/

Tenant Advice and Advocacy Service (TAAS)
Tenants can also contact their local TAAS for advice, advocacy and support on tenancy issues. For a comprehensive list of TAAS offices please go to the following link: