

Queensland Community Recovery Information

Community Recovery hotline on 1800 173 349

The Department of Communities, Housing and Digital Economy offers a range of recovery services and assistance measures to help people who have been impacted by [Disasters in Queensland](#), including:

- Financial assistance
- Emotional wellbeing and support services
- Information, referrals and advice.

To complete the application online you will need your:

- Drivers Licence
- Medicare Card
- Bank Account Details
- Valid Email Address

If you don't have all of the identity documents, you will be required to visit a Community Recovery Hub or request an outreach visit following the completion of your online application, where you will be able to provide other evidence, declaring your name, date of birth and address. Help is also available to [replace lost or destroyed documents](#).

Personal hardship financial assistance is now available for Queensland communities affected by recent rainfall and flooding in the following **Activation areas**:

- Gympie Local Government Area
- Ipswich Local Government Area
- Lockyer Valley Local Government Area
- Moreton Bay Local Government Area
- North Burnett Local Government Area
 - Dallarnil
- Somerset Local Government Area
- Brisbane Local Government Area
- Logan Local Government Area
- Noosa Local Government Area

Emergency hardship assistance

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.

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.

Emergency Hardship Assistance is not income or asset tested. To be eligible, applicants must meet all of the following criteria:

- 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
- loss of power/ essential services to your home (you may be eligible for an Essential Services Hardship Assistance grant if the loss is for greater than 5 days)
- isolation within property.

Essential household contents grant

If you are uninsured, or unable to claim insurance, you 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.

Grants of up to \$1,765 for single adults and up to \$5,300 for couples/families are available.

Eligibility

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

- live in a disaster affected area where this grant is activated
- be uninsured or unable to claim insurance to replace or repair your household contents
- qualify under the income test (below).
- You can be a tenant or an owner-occupier.
- 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).