



ACT
Government

ACT DISASTER ASSISTANCE GUIDELINES

2025

CONTENTS

1.	INTRODUCTION	3
2.	SCOPE OF SUPPORTS	3
3.	COMMONWEALTH GOVERNMENT ASSISTANCE.....	3
4.	IMMEDIATE ASSISTANCE GRANTS.....	4
5.	SOCIAL RECOVERY SUPPORTS	6
6.	TEMPORARY ACCOMODATION	8
7.	MENTAL HEALTH AND WELLBEING SUPPORT	11
8.	CARE AND SAFE KEEPING OF ANIMALS.....	13
9.	ESSENTIAL HOUSEHOLD CONTENTS GRANT	15
10.	ESSENTIAL TEMPORARY REPAIRS TO HOUSING	17
11.	FEE RELIEF FOR GOVERNMENT SERVICES AND LICENSES	19
12.	REPLACEMENT OF IDENTITY DOCUMENTS	20
13.	RECOVERY CENTRES	22
14.	DISPOSAL OF DEBRIS AND GREEN WASTE	23
15.	EMERGENCY LIVESTOCK FODDER RELIEF	25
16.	REPLACEMENT OF WATER ON ANIMAL WELFARE OR PRODUCTION GROUNDS	26

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1. INTRODUCTION

To support relief and recovery following a disaster, the ACT Government provides a diverse range of financial and non-financial assistance measures through the ACT Recovery Sub-Plan and these Disaster Assistance Guidelines.

The purpose of these Guidelines is to outline assistance measures that may be made available to aid relief and recovery from a disaster.

Depending on the disaster, none, some, or all assistance measures will be stood up. In some circumstances additional assistance measures may be available depending on the needs of the impacted community. As each emergency is different, a decision will be made at the time by ACT Government Officials to determine if measures will be activated.

These assistance measures coupled with existing support services and programs, community networks, community organisations, donations, and volunteers, help to support those in our community who have additional needs, helps build social cohesion and community resilience, and supports affected individuals, organisations, and businesses.

2. SCOPE OF SUPPORTS

Everyone in the ACT has a role to play in all phases of Emergency Management, from resilience building, preparation and mitigation strategies, and response and recovery operations.

Government assistance following a disaster is not intended as a substitute for appropriate insurance arrangements or other strategies for disaster mitigation and risk reduction.

Individuals are best placed to identify their own needs in an emergency and therefore everyone has a responsibility for understanding their risks, seeking out emergency information and making plans for how they can meet their essential needs. This planning will look different for everyone, some people may be able to be self-reliant, while others will require specific supports and services. By understanding your needs and planning in advance you may be able to decrease your risks and feel more empowered to participate in your recovery.

These measures are intended as a helping hand to meet your essential and immediate needs. They will not provide compensation for losses or restore lifestyle to pre disaster standards.

3. COMMONWEALTH GOVERNMENT ASSISTANCE

In addition to ACT Government measures, the Commonwealth Government may assist individuals and communities recover from emergencies with financial support payments. Impacted individuals apply for these payments directly with the Commonwealth Government.

The Commonwealth Government will be able to advise of payment options, including eligibility criteria, at the time of the disaster. People impacted by a disaster can apply to receive both Commonwealth and ACT Government assistance.

Throughout this document, reference is made to the Disaster Recovery Funding Arrangements (DRFA). This is a Commonwealth administered program to assist States and Territories with the costs of disasters through partial reimbursement of eligible disaster related costs. References to DRFA are

to assist ACT Government personnel in the claiming process for this program. In addition, references throughout the document to the WHOG Segment Code in APIAS and EBS Systems is to assist ACT Government personnel with accurately capturing the costs of emergencies in the ACT.

4. IMMEDIATE ASSISTANCE GRANTS

<p>Description</p>	<ul style="list-style-type: none"> ▶ To meet the immediate and essential needs of people in the ACT who are affected by a disaster. ▶ The objectives are: <ul style="list-style-type: none"> ○ to assist those members of the community who are affected by a disaster with funds to manage their own immediate well-being. ○ to assist those affected by a disaster to regain control over their current circumstances
<p>Eligible Events</p>	<ul style="list-style-type: none"> ▶ The Immediate Assistance Grant may be provided in the event of a disaster as determined by the Lead Response Agency, ACT Recovery Committee/ACT Recovery Coordinator or Director-General Health and Community Services Directorate (HCSD).
<p>Who is Eligible</p>	<ul style="list-style-type: none"> ▶ People whose homes are inaccessible or have been destroyed or damaged, or people who evacuated in line with Government advice. ▶ Australian citizenship or residency is not an eligibility requirement. ACT residency is not an eligibility requirement. Eligible individuals may include visitors to the ACT (e.g. travellers, commuters, tourists).
<p>Eligibility Criteria</p>	<ul style="list-style-type: none"> ▶ Eligibility is based on an assessment of an individual’s needs. Applicants must demonstrate that they have been adversely affected by the disaster and have no means of meeting their immediate needs. ▶ Factors such as the severity of the impact, access to personal finances and access to support from friends or family are considered when assessing need. ▶ Individuals must agree to the collection and assessment of their needs to access this support.
<p>Exclusions</p>	<ul style="list-style-type: none"> ▶ This assistance measure does not provide for goods and services that are not essential to a disaster-affected person’s immediate safety and well-being. ▶ It does not include employment-related impact, including those whose work has been interrupted through destruction of

	<p>business premises, loss of customers, inability to attend work or disaster related injury or illness. There is some Australian Government assistance available for these individuals.</p> <ul style="list-style-type: none"> ▶ These supports will be provided directly to impacted individuals. Community groups/clubs and businesses cannot access supports through this measure.
Amounts Available	<ul style="list-style-type: none"> ▶ One off payment of: <ul style="list-style-type: none"> ○ \$250 per adult (over 18 years) ○ \$125 per dependent (under 18 years) ○ A maximum of \$1000 per family
Mode of Delivery	<ul style="list-style-type: none"> ▶ Immediate financial assistance is generally provided from Evacuation or Recovery Centres. ▶ Mode of delivery will be determined at the time of the emergency but may be cash payments, pre-loaded credit cards or bank transfers. ▶ Recording of payments and personal information is via the Disaster Assistance Application form. Accurate records of all payments made should be maintained to support any subsequent claims through DFRA arrangements.
Conditions of Assistance	<ul style="list-style-type: none"> ▶ Nil.
Coordinating Agency	<ul style="list-style-type: none"> ▶ HCSD
Claim Process	<ul style="list-style-type: none"> ▶ Applicants are required to complete a Disaster Assistance Application form. Assistance is provided immediately based on an assessment of demonstrated essential needs.
Period of Claiming	<ul style="list-style-type: none"> ▶ Immediate Financial Assistance is intended to provide support during the immediate aftermath of a disaster. For that reason, assistance is only available during or in the first days after a disaster. ▶ Payments are not payable retrospectively or as a reimbursement for money spent by impacted individuals.
Review Process	<ul style="list-style-type: none"> ▶ This assistance measure is provided immediately based on an assessment of essential needs and is generally not subject to review.

	<ul style="list-style-type: none"> ▶ A review of payments, however, may be undertaken if fraudulent access or use of this measure is suspected.
Related Assistance	<ul style="list-style-type: none"> ▶ This assistance measure operates in conjunction with the <i>Social Recovery Supports</i> measure and <i>Temporary Accommodation</i> measure. ▶ Commonwealth Government assistance may also be available.
Cost Capture and DRFA Measure	<ul style="list-style-type: none"> ▶ Directorates to track costs using WHOG Segment Code in APIAS and EBS Systems. ▶ Relates to DRFA Measure Category A – a) emergency food, clothing, or accommodation.

5. SOCIAL RECOVERY SUPPORTS

Description	<ul style="list-style-type: none"> ▶ To meet the immediate and basic needs of people in the ACT who are affected by a disaster. ▶ The objectives are: <ul style="list-style-type: none"> ○ to assist those members of the community who are affected by a disaster with food and material aid items to meet their immediate needs. ○ Aid affected community members until they can access longer terms supports, access insurance or can return to their homes. ▶ Supports may include: <ul style="list-style-type: none"> ○ Clothing ○ Food ○ water ○ personal care items ○ personal support and pastoral care ○ referrals to ongoing services ○ first aid assistance ○ Registration and reunification
Eligible Events	<ul style="list-style-type: none"> ▶ Food and material aid may be provided in the event of a disaster as determined by the Lead Response Agency, ACT Recovery Committee/ACT Recovery Coordinator or Director-General Community HCSD.

Who is Eligible	<ul style="list-style-type: none"> ▶ People whose homes are inaccessible or have been destroyed or damaged, or people who evacuated in line with ESA advice. ▶ Australian citizenship or residency is not an eligibility requirement. ACT residency is not an eligibility requirement. Eligible individuals may include visitors to the ACT (e.g. travellers, commuters, tourists).
Eligibility Criteria	<ul style="list-style-type: none"> ▶ HCSD and community organisations will determine the needs of the affected individuals and provide food and material aid to meet these needs on a short-term basis. ▶ Eligibility is based on an assessment of an individual's needs. Applicants must demonstrate that they have been adversely affected by the disaster and have no means of meeting their immediate needs. ▶ Factors such as the severity of the impact, access to personal finances and access to support from friends or family are considered when assessing need.
Exclusions	<ul style="list-style-type: none"> ▶ This assistance measure does not provide for goods and services that are not essential to a disaster-affected person's immediate safety and well-being. ▶ Affected individuals cannot seek reimbursement for items they have purchased. ▶ These supports will be provided directly to impacted individuals. Community groups/clubs and businesses cannot access supports through this measure.
Amounts Available	<ul style="list-style-type: none"> ▶ There is no set amount, however this is intended to meet immediate needs and is not intended to replace items that may have been lost or damaged in an emergency. This is not a long-term support option
Mode of Delivery	<ul style="list-style-type: none"> ▶ Food and material aid is generally provided in evacuation and recovery centres by community organisations included in the ACT Social Recovery MOU with HCSD.
Conditions of Assistance	<ul style="list-style-type: none"> ▶ Nil.
Coordinating Agency	<ul style="list-style-type: none"> ▶ HCSD in partnership with specific community partner organisations

Claim Process	<ul style="list-style-type: none"> ▶ Applicants are required to complete a Disaster Assistance Application form. Assistance is provided immediately based on an assessment of demonstrated essential needs.
Period of Claiming	<ul style="list-style-type: none"> ▶ This measure is intended to provide short term support during the immediate aftermath of a disaster. This will generally be for the period that an evacuation centre is open, however this could be extended to providing supports in a Recovery Centre or outreach setting if this is determined to be required.
Review Process	<ul style="list-style-type: none"> ▶ This assistance measure is provided immediately based on an assessment of essential needs and is generally not subject to review. ▶ A review of supports, however, may be undertaken if fraudulent access or use of this measure is suspected.
Related Assistance	<ul style="list-style-type: none"> ▶ This assistance measure operates in conjunction with the <i>Immediate Financial Assistance</i> measure and <i>Temporary Accommodation</i> measure. ▶ Commonwealth Government assistance may also be available
Cost Capture and DRFA Measure	<ul style="list-style-type: none"> ▶ Directorates to track costs using WHOG Segment Code in APIAS and EBS Systems ▶ Relates to DRFA Measure Category A – a) emergency food, clothing, or accommodation (DRFA Guidelines 2018- 4.2.2.a)

6. TEMPORARY ACCOMODATION

Description	<ul style="list-style-type: none"> ▶ Temporary Accommodation is short-term assistance, with provision and payment of accommodation in the immediate aftermath of a disaster for up to two nights. ▶ The objectives are: <ul style="list-style-type: none"> ○ to ensure accommodation/shelter is available to those who need it; ○ to allow time for evacuees to make alternative accommodation arrangements; and ○ to alleviate the immediate stress and trauma being experienced by people affected by the disaster.
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<p>Eligible Events</p>	<ul style="list-style-type: none"> ▶ This assistance measure may be provided in the event of a disaster as determined by the Lead Response Agency, ACT Recovery Committee/ACT Recovery Coordinator or Director-General HCSD
<p>Who is Eligible</p>	<ul style="list-style-type: none"> ▶ Individuals who are directly affected by a disaster and have no other means of meeting their immediate needs for overnight accommodation. This could include evacuees who are unable to stay with friends or family, or individuals unable to access their personal finances or arrange alternative forms of assistance. ▶ ACT residency is not an eligibility requirement. Eligible individuals may include visitors to the ACT (e.g. travellers, commuters, tourists). ▶ Australian citizenship or residency is not an eligibility requirement.
<p>Eligibility Criteria</p>	<ul style="list-style-type: none"> ▶ Temporary Accommodation Assistance is based on need. It is not income or asset tested in recognition of the difficulties involved in the provision of proof immediately following a disaster. ▶ Eligible people are: <ul style="list-style-type: none"> ○ individuals who are unable to return home due to Government advised evacuations; ○ individuals whose primary place of residence is, or is believed to be, uninhabitable or inaccessible; and ○ individuals who need Government funding of their accommodation, as they are unable access their personal financial resources or stay with family or friends.
<p>Exclusions</p>	<ul style="list-style-type: none"> ▶ Payment will be made for accommodation only and does not include meals, phone calls, alcohol or any other expenses incurred, including damage to accommodation. Assistance to meet the cost of food and personal items will be met separately (through <i>Social Recovery Supports</i> and the <i>Immediate Assistance Grant</i> measures). ▶ Individuals who extend their stay past two nights, without prior approval from HCSD, will be required to personally fund additional nights. If additional nights are approved, HCSD will liaise directly with the accommodation provider.

	<ul style="list-style-type: none"> ▶ There is no financial assistance to reimburse costs for individuals who have paid for their own temporary accommodation or who stay with family or friends. ▶ It may not be possible for accommodation to include provision for domestic pets. However, arrangements for animals will be coordinated through the ACT's social recovery arrangements.
Amounts Available	<ul style="list-style-type: none"> ▶ Accommodation can be provided for a period of two nights. Extensions may be considered by HCSD on a case-by-case basis. ▶ There is no defined payment amount. Payment is made direct to the accommodation provider by HCSD.
Mode of Delivery	<ul style="list-style-type: none"> ▶ At an Evacuation Centre, HCSD will book temporary accommodation through commercial accommodation providers. Individuals will be given an information sheet with the details of their booking. Accommodation providers will invoice HCSD directly for payment. ▶ Recording of payments and personal information is via the Disaster Assistance Application form. Accurate records of all payments made should be maintained to support any subsequent claims through DFRA arrangements. ▶ In certain events, temporary accommodation may be in a base camp sourced from the National Emergency Management Stockpile.
Conditions of Assistance	<ul style="list-style-type: none"> ▶ Nil.
Coordinating Agency	<ul style="list-style-type: none"> ▶ HCSD
Claim Process	<ul style="list-style-type: none"> ▶ Applicants are required to complete a Disaster Assistance Application form. Assistance is provided immediately based on an assessment of demonstrated needs.
Period of Claiming	<ul style="list-style-type: none"> ▶ Temporary accommodation assistance is provided during the first days after a disaster. Retrospective claims or claims for bookings made outside the Disaster Assistance arrangements will not be accepted. ▶ Accommodation for periods longer than 48 hours/ 2 nights will be at the discretion of HCSD.

Review Process	<ul style="list-style-type: none"> ▶ This assistance measure is provided immediately based on an assessment of essential needs and is generally not subject to review. ▶ A review of supports, however, may be undertaken if fraudulent access or use of this measure is suspected.
Related Assistance	<ul style="list-style-type: none"> ▶ This assistance measure operates in conjunction with the <i>Social Recovery Supports</i> and the <i>Immediate Assistance Grant</i> measures
Cost Capture and DRFA Measure	<ul style="list-style-type: none"> ▶ Directorates to track costs using WHOG Segment Code in APIAS and EBS Systems ▶ Relates to DRFA Measure Category A – a) emergency food, clothing, or accommodation (DRFA Guidelines 2018- 4.2.2.a)

7. MENTAL HEALTH AND WELLBEING SUPPORT

Description	<ul style="list-style-type: none"> ▶ This measure is to help alleviate the immediate distress and trauma being experienced by those impacted by a disaster through the provision of: <ul style="list-style-type: none"> ○ Short term psychosocial support including practical recovery and emotional support; and ○ Assistance with accessing social and health services that can provide ongoing supports.
Eligible Events	<ul style="list-style-type: none"> ▶ Mental Health and Wellbeing Support may be provided in the event of a disaster as determined by the Lead Response Agency, ACT Recovery Committee/ACT Recovery Coordinator, Director-General HCSD or CEO, Canberra Health Services (CHS).
Who is Eligible	<ul style="list-style-type: none"> ▶ Support may be available to all who have been impacted by an emergency and who attend an evacuation, relief, or recovery centre where this support is available. ▶ Mental Health and Wellbeing Support workers triage evacuees depending on numbers seeking support. ▶ Support will be provided to assist individuals access ongoing supports and these will have their own eligibility requirements.

Eligibility Criteria	<ul style="list-style-type: none"> ▶ ACT residency is not an eligibility requirement. Eligible individuals may include visitors to the ACT (e.g. travellers, commuters, tourists). ▶ Australian citizenship or residency is not an eligibility requirement.
Exclusions	<ul style="list-style-type: none"> ▶ This measure is intended to provide immediate psychosocial support to those affected by a disaster deal with the impacts on their wellbeing. This is not an ongoing service.
Amounts Available	<ul style="list-style-type: none"> ▶ There is no set amount of support available, however Disaster Wellbeing Officers will refer to alternate services if needs are outside the immediate support provision provided by this service
Mode of Delivery	<ul style="list-style-type: none"> ▶ This will generally be provided in an evacuation, relief, or recovery centres by Disaster Wellbeing Officers. Other arrangements may be determined at the time of the emergency, including outreach if appropriate
Conditions of Assistance	<ul style="list-style-type: none"> ▶ Nil.
Coordinating Agency	<ul style="list-style-type: none"> ▶ CHS under the authority of the Office of the Director of Allied Health (ODAH), Mental Health Justice Health Alcohol and Drugs Services (MHJHADS) and HCSD as the lead Directorate for the provision of Social Recovery
Claim Process	<ul style="list-style-type: none"> ▶ Applicants are required to complete a Disaster Assistance Application form. Assistance is provided immediately based on an assessment of wellbeing impacts caused or exacerbated by the disaster.
Period of Claiming	<ul style="list-style-type: none"> ▶ This is an immediate support service and will be provided while the evacuation, relief or recovery centre are open. Support may not be available 24/7.
Review Process	<ul style="list-style-type: none"> ▶ As this support is provided immediately and is not ongoing, there will generally be no review process.
Related Assistance	<ul style="list-style-type: none"> ▶ This assistance measure operates in conjunction with the <i>Social Recovery Supports</i> measure.

Cost Capture and DRFA Measure

- ▶ Directorates to track costs using WHOOG Segment Code in APIAS and EBS Systems.
- ▶ Relates to DRFA Measure Category A- g) personal and financial counselling (DRFA Guidelines 2018- 4.2.2.g)

8. CARE AND SAFE KEEPING OF ANIMALS

Description

- ▶ Ensuring the safety of animals is often a key consideration in decision making for community members following a disaster.
- ▶ This measure offers the following supports:
 - Emergency accommodation at evacuation centres for domestic animals
 - Emergency accommodation at EPIC (or similar location) for non-production animals like horses
- ▶ At times, animals may need to be accommodated at alternate locations, including Domestic Animal Services.

Eligible Events

- ▶ The care and safe keeping of animals may be provided in the event of a disaster as determined by the Lead Response Agency, ACT Recovery Committee/ACT Recovery Coordinator, Director-General HCSD or Director-General City and Environment Directorate (CED).

Who is Eligible

- ▶ Animals including pets and other non-production animals (e.g. horses) that cannot be appropriately accommodated at their usual location due to an emergency event.

Eligibility Criteria

- ▶ Animals including pets and other non-production animals (e.g. horses) may require care and safe keeping if their owners:
 - cannot return home due to isolation or exclusion from the affected area
 - have moved to an evacuation centre
 - are in temporary accommodation that excludes animals or
 - cannot safely accommodate animals due to a disaster.
- ▶ Exclusions of certain animals from accommodation may be required if bio-security restrictions are in place, for example

	<p>due to Avian Influenza, Parvo Virus or Foot and Mouth disease.</p>
Exclusions	<ul style="list-style-type: none"> ▶ Reimbursement is not provided for privately arranged care of animals. Long term accommodation and care beyond the time of operation of the evacuation centre or temporary accommodation is not provided. ▶ This measure is not intended for use by businesses whose primary role is the care and safe keeping of animals. These businesses must have pre planned emergency arrangements in place for animals in their care.
Amounts Available	<ul style="list-style-type: none"> ▶ Accommodation for the period of three days while the Evacuation Centre or non-production animal evacuation area is active. ▶ Emergency feed and water for animals may be provided for a period of three days if owners are unable to provide this support. After this time, it is expected that the owners will be able to take responsibility.
Mode of Delivery	<ul style="list-style-type: none"> ▶ Supports will be delivered at an evacuation centre for companion animals or EPIC showground (or similar venue) for non-production animals. ACT Government will communicate at the time of the emergency what supports are available and where companion and non-production animals should be taken.
Conditions of Assistance	<ul style="list-style-type: none"> ▶ It is the owner's responsibility to care for their animals, although emergency feed can be provided for up to three days if required.
Coordinating Agency	<ul style="list-style-type: none"> ▶ Domestic Animal Services, CED in collaboration with HCSD for domestic animals and CED and Venues Canberra for non-production animals.
Claim Process	<ul style="list-style-type: none"> ▶ Individuals are to register their companion animals at the evacuation centre when emergency accommodation is being sought
Period of Claiming	<ul style="list-style-type: none"> ▶ Owners are responsible for making longer term arrangements for their animals following the initial period of support provided by the ACT Government. No reimbursement will be provided for individuals who make their own arrangements.

Review Process	<ul style="list-style-type: none"> ▶ This assistance measure is provided immediately based on an assessment of essential needs and is generally not subject to review. ▶ A review of supports, however, may be undertaken if fraudulent access or use of this measure is suspected.
Related Assistance	<ul style="list-style-type: none"> ▶ This assistance measure operates in conjunction with the <i>Immediate Assistance Grant</i> and <i>Social Recovery Supports</i> measures.
Cost Capture and DRFA Measure	<ul style="list-style-type: none"> ▶ Directorates to track costs using WHOG Segment Code in APIAS and EBS Systems ▶ Relates to DRFA Measure Category A – a) emergency food, clothing, or accommodation (DRFA Guidelines 2018- 4.2.2.a)

9. ESSENTIAL HOUSEHOLD CONTENTS GRANT

Description	<ul style="list-style-type: none"> ▶ Essential Household Contents grants may be provided to assist with the cost of re - establishing essential household items considered necessary to maintain a basic standard of living. ▶ Examples of essential household contents include: <ul style="list-style-type: none"> ○ clothing, ○ mobile phones ○ beds and bedding ○ couches and chairs ○ tables ○ a television ○ cooking utensils and whitegoods, and ○ pantry and fridge items that were destroyed/spoiled.
Eligible Events	<ul style="list-style-type: none"> ▶ This assistance measure may be provided in the event of a disaster as determined by the ACT Government.
Who is Eligible	<ul style="list-style-type: none"> ▶ ACT households, including: <ul style="list-style-type: none"> ○ owner occupiers and renters. ○ households whose primary residence is a caravan.

	<ul style="list-style-type: none"> ○ share-house, co-tenancy (and similar) arrangements. Australian citizenship or residency is <u>not</u> an eligibility requirement.
Eligibility Criteria	<ul style="list-style-type: none"> ▶ This measure is only intended for uninsured, low-income households who have no other means of funding the replacement of basic essential household items themselves. ▶ Applicants must demonstrate that: <ul style="list-style-type: none"> ○ the damage or loss is the result of the disaster; ○ the affected house is their primary place of residence; ○ they have used any available insurance arrangements prior to seeking assistance; and ○ they hold an eligible Concession Card: <ul style="list-style-type: none"> ▪ Centrelink or Department of Veterans Affairs Pensioner Concession Card (including Age Pension and Disability Support Pension); ▪ Department of Veterans Affairs Gold Card; ▪ Centrelink Health Care Card (and variants such as Seniors Health Care Card and Foster Child Health Care Card); and ▪ ACT Services Access Card.
Exclusions	<ul style="list-style-type: none"> ▶ Grants are not provided for household contents that are not essential to making a home safe and habitable. Non-essential items include vehicles, toys, plants, jewellery, art, computers, and tools. ▶ This assistance measure is not provided to meet the cost of insurance excess.
Amounts Available	<ul style="list-style-type: none"> ▶ Payment of \$7,000 to applicant plus \$2,000 for each additional person.
Mode of Delivery	<ul style="list-style-type: none"> ▶ Payments will be made via electronic funds transfer.
Conditions of Assistance	<ul style="list-style-type: none"> ▶ Grants are provided on the basis that they are only used for the purpose shown in the approved application and must not be used for any other purpose.
Coordinating Agency	<ul style="list-style-type: none"> ▶ HCSD
Claim Process	<ul style="list-style-type: none"> ▶ Applicants are required to complete an application form and include supporting documentation of items lost/damaged,

	<p>including insurance correspondence. An in - home inspection may be required.</p> <ul style="list-style-type: none"> ▶ Only one application will be accepted for each household. For share-houses and similar arrangements, the tenants will need to detail how the grant is to be divided in their application. The grant payment can be split and paid separately to individual tenants.
Period of Claiming	<ul style="list-style-type: none"> ▶ Up to ten months after the damage. The period for claiming may change to address the nature, scale, and severity of the event.
Review Process	<ul style="list-style-type: none"> ▶ An appropriate review entity/mechanism will be established at the time of activation of this policy.
Related Assistance	<ul style="list-style-type: none"> ▶ This assistance measure operates in conjunction with the <i>Immediate Assistance Grant</i> and <i>Social Recovery Supports</i> measures.
Cost Capture and DRFA Measure	<ul style="list-style-type: none"> ▶ Directorates to track costs using WHOOG Segment Code in APIAS and EBS Systems ▶ Relates to DRFA Measure Category A – b) repair or replacement of essential items of furniture and personal effects (DRFA Guidelines 2018- 4.2.2.a)

10. ESSENTIAL TEMPORARY REPAIRS TO HOUSING

Description	<ul style="list-style-type: none"> ▶ To aid with temporary repairs to residential properties following damage from a natural disaster, emergency event or other declared event. ▶ This measure can assist if: <ul style="list-style-type: none"> ○ A tree has fallen on or blocked access to a residential property or driveway ○ A residential property is flooded or is in danger of flooding, ○ The roof of a residential property is damaged or leaking as a result of a storm ▶ Temporary repairs are undertaken by ACT State Emergency Services (ACTSES) volunteers where possible to do so. It is the individual's responsibility to seek an appropriate tradesperson to conduct permanent repairs following this.
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Eligible Events	<ul style="list-style-type: none"> ▶ Assistance may be provided in the event of significant damage caused as a result of a natural disaster, emergency event or other declared event which causes property damage requiring immediate temporary repairs.
Who is Eligible	<ul style="list-style-type: none"> ▶ Owners and occupants of residential dwellings within the ACT.
Eligibility Criteria	<ul style="list-style-type: none"> ▶ Eligibility is based on an assessment of the damage.
Exclusions	<ul style="list-style-type: none"> ▶ This assistance measure does not provide for repairs that are not essential to a disaster-affected person's immediate safety and well-being. Once damage is addressed and made safe by ACTSES volunteers it is the individual's responsibility to seek an appropriate tradesperson to conduct permanent repairs. ▶ This measure does not cover: <ul style="list-style-type: none"> ○ Rubbish removal (see <i>Disposal of debris and green waste</i> measure) ○ Transportation of green waste ○ Cleaning gutters ○ Pruning trees ○ Replacing roof tiles ▶ Temporary repairs may not be possible if it is determined by ACTSES volunteers that it is not safe to do so. This could include where a roof has sustained significant damage and may be structurally unsound, access issues or the presence of hazards the like asbestos and live wires.
Amounts Available	<ul style="list-style-type: none"> ▶ N/A
Mode of Delivery	<ul style="list-style-type: none"> ▶ Immediate assistance is provided by the ACTSES volunteers. ▶ Jobs will be triaged based on safety and urgency.
Conditions of Assistance	<ul style="list-style-type: none"> ▶ Nil.
Coordinating Agency	<ul style="list-style-type: none"> ▶ ACTSES

Claim Process	<ul style="list-style-type: none"> ▶ Assistance is provided immediately based on an assessment of needs.
Period of Claiming	<ul style="list-style-type: none"> ▶ Immediate assistance is only available during or immediately after the natural disaster or emergency event or another declared event.
Review Process	<ul style="list-style-type: none"> ▶ This assistance measure is provided immediately based on an assessment of essential needs and is generally not subject to review.
Related Assistance	<ul style="list-style-type: none"> ▶ This assistance measure operates in conjunction with the <i>Disposal of debris and green waste</i> measure.
Cost Capture and DRFA Measure	<ul style="list-style-type: none"> ▶ Directorates to track costs using WHOG Segment Code in APIAS and EBS Systems ▶ Relates to DRFA Measure Category A- c) essential repairs to housing, including temporary repairs and repairs necessary to restore housing to a <i>habitable</i> condition (DRFA Guidelines 2018- 4.2.2.c)

11. FEE RELIEF FOR GOVERNMENT SERVICES AND LICENSES

Description	<ul style="list-style-type: none"> ▶ To reduce fees that are the direct result of the impact of a natural disaster.
Eligible Events	<ul style="list-style-type: none"> ▶ This assistance measure may be provided to reflect a decision of the ACT Government in the event of a declared disaster.
Who is Eligible	<ul style="list-style-type: none"> ▶ ACT residents who are directly affected by a declared disaster.
Eligibility Criteria	<ul style="list-style-type: none"> ▶ The eligibility criteria will need to be determined for each fee or license type, in the context of the disaster event.
Exclusions	<ul style="list-style-type: none"> ▶ Specific eligibility criteria, including exclusions, will be determined by the ACT Government based on the scale and severity of the event.

Amounts Available	<ul style="list-style-type: none"> ▶ N/A
Mode of Delivery	<ul style="list-style-type: none"> ▶ Assistance is provided through a reduction of fees and charges approved by the responsible Minister, following endorsement from Treasurer. ▶ Applications with evidence of impacts may be required in some cases.
Conditions of Assistance	<ul style="list-style-type: none"> ▶ Nil.
Coordinating Agency	<ul style="list-style-type: none"> ▶ ACT Government Agencies
Claim Process	<ul style="list-style-type: none"> ▶ Assistance is provided as quickly as possible.
Period of Claiming	<ul style="list-style-type: none"> ▶ For a specified period after the disaster. The period for claiming will depend on the nature, scale, and severity of the event.
Review Process	<ul style="list-style-type: none"> ▶ This assistance measure is provided as quickly as possible based on an assessment of essential needs and is generally not subject to review.
Related Assistance	<ul style="list-style-type: none"> ▶ Nil.
Cost Capture and DRFA Measure	<ul style="list-style-type: none"> ▶ Directorates to track costs using WHOG Segment Code in APIAS and EBS Systems. ▶ No DRFA measures relate to this initiative.

12. REPLACEMENT OF IDENTITY DOCUMENTS

Description	<ul style="list-style-type: none"> ▶ To reduce fees associated with the replacement of identity documents lost or destroyed as a result of a natural disaster.
Eligible Events	<ul style="list-style-type: none"> ▶ This assistance measure is only provided in response to the following natural hazards: bushfire; earthquake; flood; storm; cyclone; storm surge; landslide; tsunami; meteorite strike; or tornado. This assistance measure may be provided to reflect a decision of the Government in the event of a declared disaster.

Who is Eligible	<ul style="list-style-type: none"> ▶ License, registration, and/or certificate holders who are directly affected by a declared disaster.
Eligibility Criteria	<ul style="list-style-type: none"> ▶ Eligibility is based on an assessment of the damage or declaration by the applicant.
Exclusions	<ul style="list-style-type: none"> ▶ Specific eligibility criteria, including exclusions, will be determined by the ACT Government based on the scale and severity of the event.
Amounts Available	<ul style="list-style-type: none"> ▶ N/A
Mode of Delivery	<ul style="list-style-type: none"> ▶ Assistance is provided through a reduction of fees and charges approved by the responsible Minister, following endorsement from Treasurer.
Conditions of Assistance	<ul style="list-style-type: none"> ▶ Nil.
Coordinating Agency	<ul style="list-style-type: none"> ▶ Access Canberra
Claim Process	<ul style="list-style-type: none"> ▶ The replacement of document/s is provided free of charge to the eligible person as quickly as possible.
Period of Claiming	<ul style="list-style-type: none"> ▶ For a specified period after the disaster. The period for claiming will depend on the nature, scale, and severity of the event.
Review Process	<ul style="list-style-type: none"> ▶ This assistance measure is provided as quickly as possible based on an assessment of essential needs and is generally not subject to review.
Related Assistance	<ul style="list-style-type: none"> ▶ Nil.
Cost Capture and DRFA Measure	<ul style="list-style-type: none"> ▶ Directorates to track costs using WHOG Segment Code in APIAS and EBS Systems ▶ No DRFA measures relate to this initiative.

13. RECOVERY CENTRES

<p>Description</p>	<ul style="list-style-type: none"> ▶ Recovery Centres provide a centralised coordination point for supports and services for those impacted by disasters. ▶ Co-locating services can lessen the stress and trauma experienced by those requiring multiple recovery supports.
<p>Eligible Events</p>	<ul style="list-style-type: none"> ▶ Recovery Centres may be stood up where recovery needs for the community requires a longer-term recovery response. This may be determined by the Lead Response Agency, ACT Recovery Committee/ACT Recovery Coordinator, Director-General, HCSD.
<p>Who is Eligible</p>	<ul style="list-style-type: none"> ▶ Individual services co-located in the Recovery Centre will have their own eligibility criteria for access to supports.
<p>Eligibility Criteria</p>	<ul style="list-style-type: none"> ▶ All individuals impacted by the disaster may attend the recovery centre. ▶ Individual services co-located at each centre will have their own eligibility criteria for accessing services. ▶ Individuals will be supported to find services to meet their recovery needs.
<p>Exclusions</p>	<ul style="list-style-type: none"> ▶ Recovery Centres are for providing specific supports for those impacted by an emergency. Other help seekers may be directed to usual contacts for services.
<p>Amounts Available</p>	<ul style="list-style-type: none"> ▶ Services that may be available in a Recovery Centre could include: <ul style="list-style-type: none"> ○ Legal supports ○ Community organisations ○ Access Canberra ○ Services Australia ○ ACT Government supports ▶ Each service will have their own support parameters.
<p>Mode of Delivery</p>	<ul style="list-style-type: none"> ▶ A Recovery Centre will be established in an appropriate location that will be determined at the time of the emergency.

	Consideration will be given to accessibility and cultural safety of the venue(s) chosen
Conditions of Assistance	▶ Nil
Coordinating Agency	▶ HCSD under the authority of the ACT Recovery Committee
Claim Process	▶ Individual services will have their own claims processes that will be advised of at the time of the Recovery Centre becoming operational
Period of Claiming	<ul style="list-style-type: none"> ▶ Recovery Centres will be stood up as determined by the needs of the community. ▶ Services available in the Centres will be available once the Centre is closed through their usual contact methods, a Recovery Centre provides a centralisation of these services to assist help seekers.
Review Process	▶ Services may have their own review processes for specific supports provided. An ACT Government After Action Review will be completed to capture lessons for future improvement
Related Assistance	▶ This assistance measure operates in conjunction with the <i>Social Recovery Supports</i> measure.
Cost Capture and DRFA Measure	<ul style="list-style-type: none"> ▶ Directorates to track costs using WHOG Segment Code in APIAS and EBS Systems ▶ Relates to various DRFA Measures under Category A depending on supports available (DRFA Guidelines 2018- 4.2.2)

14. DISPOSAL OF DEBRIS AND GREEN WASTE

Description	<ul style="list-style-type: none"> ▶ This measure assists those residing in residential properties to dispose of debris and green waste caused by an emergency event. ▶ Debris may include household items and building materials damaged in an emergency. ▶ This may include:
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	<ul style="list-style-type: none"> ○ Additional collection of curb side waste and green bins ○ Provision of skip bins in most impacted areas ○ Provision of skip bins in relief centres
Eligible Events	<ul style="list-style-type: none"> ▶ Mechanisms to assist residents to dispose of debris and green waste may be provided in the event of a disaster as determined by the Lead Response Agency, ACT Recovery Committee/ACT Recovery Coordinator or Director-General CED
Who is Eligible	<ul style="list-style-type: none"> ▶ Cleanup of debris and green waste from residential properties is the responsibility of the resident. Where there is significant cleanup required, the ACT Government may provide measures to assist community members dispose of this waste.
Eligibility Criteria	<ul style="list-style-type: none"> ▶ ACT Government, through ACTSES and CED, will provide cleanup of roads, verges, and public spaces. All reported jobs will be triaged to ensure prioritisation and cleanup may take a significant period. ▶ Removal of debris and green waste from residential properties is the responsibility of the resident. ▶ Additional measures to assist in waste disposal would be provided to the most impacted areas only.
Exclusions	<ul style="list-style-type: none"> ▶ These measures are intended for the disposal of debris and green waste produced from an emergency event only and not for general waste.
Amounts Available	<ul style="list-style-type: none"> ▶ If stood up, this measure will change depending on the emergency and the observed needs of the community. Consideration will be given to the number of curb side collections, and size and location of skip bins. Type of debris will also be a consideration for the assistance provided.
Mode of Delivery	<ul style="list-style-type: none"> ▶ CED will engage appropriate contractors to provide these supports. Information will be provided at the time on the measures and locations
Conditions of Assistance	<ul style="list-style-type: none"> ▶ Nil.
Coordinating Agency	<ul style="list-style-type: none"> ▶ CED

Claim Process	<ul style="list-style-type: none"> ▶ No individual claim process. Supports will be provided to most impacted areas
Period of Claiming	<ul style="list-style-type: none"> ▶ CED will monitor need to determine the period that this measure will be available
Review Process	<ul style="list-style-type: none"> ▶ Nil.
Related Assistance	<ul style="list-style-type: none"> ▶ This assistance measure operates in conjunction with the <i>Essential temporary repairs to housing</i> measure
Cost Capture and DRFA Measure	<ul style="list-style-type: none"> ▶ Directorates to track costs using WHOG Segment Code in APIAS and EBS Systems ▶ Relates to DRFA Measure Category A- e) removal of debris from residential properties to make them safe and <i>habitable</i> (DRFA Guidelines 2018- 4.2.2.e)

15. EMERGENCY LIVESTOCK FODDER RELIEF

Description	<ul style="list-style-type: none"> ▶ Emergency fodder may be supplied immediately to livestock owners following a disaster when a livestock welfare issue may arise.
Eligible Events	<ul style="list-style-type: none"> ▶ This assistance measure may be provided in the event of any disaster or other emergency, to livestock owners who are affected by the event and meet the eligibility criteria.
Who is Eligible	<ul style="list-style-type: none"> ▶ Livestock owners.
Eligibility Criteria	<ul style="list-style-type: none"> ▶ This assistance measure is designed to assist livestock owners who have had 30% or more of their grazing area affected, and who are unable to supply fodder themselves.
Exclusions	<ul style="list-style-type: none"> ▶ Nil.
Amounts Available	<ul style="list-style-type: none"> ▶ The amount provided depends on the needs of a property immediately following a disaster and will vary according to the number, type and feeding requirements of the animals.

Mode of Delivery	<ul style="list-style-type: none"> ▶ The assistance is provided immediately after the event until property owners or managers can coordinate their own supplies. This is usually assessed at three days. The City and Environment Directorate (CED) staff will coordinate service providers to supply emergency fodder.
Conditions of Assistance	<ul style="list-style-type: none"> ▶ Nil.
Coordinating Agency	<ul style="list-style-type: none"> ▶ CED
Claim Process	<ul style="list-style-type: none"> ▶ Approval from CED must be given prior to provision of this assistance measure. Staff at evacuation centres or relevant emergency services personnel may liaise with CED representatives to activate the assistance. ▶ Invoices should be submitted directly to CED by the service provider.
Period of Claiming	<ul style="list-style-type: none"> ▶ Requests for assistance should be made immediately following an event or as soon as the need for assistance is known. Claims are settled directly with the service provider.
Review Process	<ul style="list-style-type: none"> ▶ This assistance measure is provided immediately based on an assessment of essential needs and is generally not subject to review.
Related Assistance	<ul style="list-style-type: none"> ▶ This assistance measure operates in conjunction with the <i>Care and Safe Keeping of Animals</i> and <i>Replacement of water on animal welfare or production grounds</i> measures
Cost Capture and DRFA Measure	<ul style="list-style-type: none"> ▶ Directorates to track costs using WHOG Segment Code in APIAS and EBS Systems ▶ Liaison with the National Emergency Management Agency will be required at the time of use to determine eligibility under the DRFA

16. REPLACEMENT OF WATER ON ANIMAL WELFARE OR PRODUCTION GROUNDS

Description	<ul style="list-style-type: none"> ▶ Water that has been taken from private properties to fight bushfires or for other emergency reasons (infrastructure
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	failure) may be replaced if the removal of the water results in livestock welfare concerns or production losses.
Eligible Events	<ul style="list-style-type: none"> ▶ This assistance measure may be provided in the event of any disaster or other emergency which requires emergency responders to take water from livestock owners, crop and produce growers.
Who is Eligible	<ul style="list-style-type: none"> ▶ Livestock owners and crop or produce growers (case-by-case assessment).
Eligibility Criteria	<ul style="list-style-type: none"> ▶ The assistance is provided on animal welfare or production grounds. For example, the water taken impacts on the property owner's ability to water stock or water plants (i.e. vineyards, horticulture). ▶ ACT Government staff will assess if the water taken is impacting animal welfare or production levels.
Exclusions	<ul style="list-style-type: none"> ▶ Hobby farmers who do not earn a significant portion of their income from agricultural enterprise will be assessed on a case-by-case basis.
Amounts Available	<ul style="list-style-type: none"> ▶ N/A
Mode of Delivery	<ul style="list-style-type: none"> ▶ This assistance measure may provide for the procurement and transportation costs of replacing water, as assessed by ACT Government Directorates. ▶ Water may be replaced in amounts required to assist in maintaining the welfare of livestock and continue production. ▶ Water may be replaced in stages as required and only up to the total water removed for the purpose of fighting a fire, as assessed by relevant ACT Government directorates.
Conditions of Assistance	<ul style="list-style-type: none"> ▶ Nil.
Coordinating Agency	<ul style="list-style-type: none"> ▶ CED
Claim Process	<ul style="list-style-type: none"> ▶ An assessment will be undertaken by the relevant ACT Government directorate before any water replacement starts to verify the amount of water required to maintain animal

	welfare or production and the maximum amount that can be replaced.
Period of Claiming	<ul style="list-style-type: none"> ▶ CED should be contacted as soon as possible after water has been taken from a property.
Review Process	<ul style="list-style-type: none"> ▶ This assistance measure is provided immediately based on an assessment of essential needs and is generally not subject to review.
Related Assistance	<ul style="list-style-type: none"> ▶ In specific circumstances, a range of assistance measures may be provided to eligible primary producers, livestock owners or owners of other animals (see <i>Emergency Livestock Fodder Relief</i> and <i>Care and Safe Keeping of Animals</i> measure, as well as nationally consistent disaster recovery loans and grants for primary producers and small businesses which may be activated if appropriate).
Cost Capture and DRFA Measure	<ul style="list-style-type: none"> ▶ Directorates to track costs using WHOG Segment Code in APIAS and EBS Systems ▶ Liaison with the National Emergency Management Agency will be required at the time of use to determine eligibility under the DRFA