

MEDIA STATEMENT

21 December 2023

Financial assistance available for Far North Queenslanders impacted by Tropical Cyclone Jasper

- Grants are available for people impacted by Tropical Cyclone Jasper in the local government areas of Cairns, Cassowary Coast, Cook (specified localities), Douglas, Mareeba, Tablelands, Wujal Wujal and Yarrabah.
- People needing financial assistance or emotional support can contact the Community Recovery Hotline on 1800 173 349 or visit www.qld.gov.au/DisasterHelp.
- Community Recovery Hubs will be open in Yarrabah and Wonga Beach on 21 December and Manunda on 22 December to assist residents with grant applications and referral information.

The Queensland Government is providing financial assistance and emotional support for Far North Queenslanders who have suffered hardship or are unable to meet their immediate needs in the wake of Tropical Cyclone Jasper.

Residents in the local government areas of Cairns, Cassowary Coast, Cook (specified localities), Douglas, Mareeba, Tablelands, Wujal Wujal and Yarrabah can apply for personal financial hardship assistance under jointly funded Commonwealth/State Disaster Recovery Funding Arrangements.

Financial assistance (not income or asset tested) includes:

- **Emergency Hardship Assistance Grants** of \$180 for eligible individuals and up to \$900 for families of five or more for help with essential needs, such as food, medication, clothing and temporary accommodation.
- **Essential Services Hardship Assistance Grants** of \$150 for eligible individuals and up to \$750 for families of five or more for help with essential services, such as power, gas, water and sewage, that have been disrupted for five days or more due to the disaster.

A range of income-tested grants are also available to assist households impacted by the disaster:

- **Essential Household Content Grants** of up to \$1,765 for eligible individuals and \$5,300 for couples or families to replace lost essential household contents, such as bed linen and white goods.
- **Structural Assistance Grants** of up to \$50,000 for eligible applicants to help with structural repairs or contribution towards replacement of dwelling.
- **Essential Services Safety and Reconnection Grants** of up to \$5,000 per household to inspect and reconnect damaged services, such as electricity, gas and water.

The Community Recovery Hotline (1800 173 349) is open 24 hours a day, seven days a week for people to obtain information, support and assistance with grant applications.

Where information needs to be verified, applicants will be contacted by Community Recovery, first by email and text then a phone call.

Community Recovery workers are also on the ground in Far North Queensland providing financial and psychosocial assistance and services to impacted communities.

Yarrabah, Douglas and Cairns residents can access face-to-face support at Community Recovery Hubs that have opened in their local government areas.

Community Recovery Hubs are a place where residents who are experiencing hardship can apply for grants and obtain emotional and wellbeing support.

Hubs will be opened in other impacted communities as soon as it is safe to do so.

For up-to-date information about disaster support and recovery, visit www.qld.gov.au/disasterhelp or call the 24-hour Community Recovery Hotline on 1800 173 349.

Eligible Local Government Areas (LGAs):

- Cairns Regional LGA
- Cassowary Coast LGA
- Cook Shire LGA – defined localities within:

- Ayton
- Bloomfield
- Cooktown (defined areas only)
- Helenvale
- Lakeland
- Laura
- Mt Amos
- Oaky Creek
- Rossville
- Shiptons Flat

- Douglas Shire LGA
- Mareeba Shire LGA
- Tablelands Regional LGA
- Wujal Wujal Aboriginal Shire LGA
- Yarrabah Aboriginal Shire LGA

Community Recovery Hubs

- Yarrabah Community Recovery Pop-up Hub

Yarrabah Community Hall
Corner of Muka Street and Beach Street, Yarrabah
Open Thursday 21 December, 9am to 4pm

- Wonga Beach Community Recovery Pop-up Hub

Wonga Beach State School
48/74 Snapper Island Dr, Wonga Beach
Open Thursday 21 December, 9am to 4pm

- Trinity Bay Community Recovery Pop-up Hub

Trinity Bay State High School
26-62 Hoare Street, Manunda
Open Friday 22 December, 9am to 4pm

Housing assistance

Help is available to anyone who needs housing support following Tropical Cyclone Jasper.

The Department of Housing can help find temporary and emergency accommodation and provide a range of housing and rental assistance.

Support is available to both homeowners and renters, visit www.qld.gov.au/housing for more information.

[Housing Service Centres](#) (HSC) continue to deliver housing services. Contact your local HSC by calling 13 QGOV (13 74 68) during business hours or visit a centre if it is safe to do so.

If you are experiencing or are at risk of homelessness, call the free [Homeless Hotline](#) on 1800 474 753 (24/7).

Media contact: media@dedsatsip.qld.gov.au