

Natural disaster assistance package

In the event of a natural disaster, the Department of Transport and Main Roads (TMR) provides assistance for Queenslanders impacted by the disaster.

TMR may provide natural disaster assistance to people in areas where the *Personal Hardship Assistance Scheme* has been activated by the National Disaster Relief and Recovery Arrangements (NDRRA) or the State Disaster Relief Arrangements (SDRA).

Refer to the National Disaster Relief and Recovery Arrangements (NDRRA) website and map for affected areas
<http://qldreconstruction.org.au/ndrra/ndrra-activations>.

Eligibility criteria

If your vehicle's garaging address is in an area where the *Personal Hardship Assistance Scheme* has been activated, you may be eligible for assistance.

If you live in an area where the *Personal Hardship Assistance Scheme* has been activated but do not have a vehicle garaged in that area, you are eligible for assistance option 4 and 5.

If you operate an Approved Inspection Station (AIS) premises or are an Approved Person in an area where the *Personal Hardship Assistance Scheme* has been activated, you are eligible for assistance option 5.

Note: The timeframes for assistance offered are dependent on the extent of the natural disaster. Check the TMR website for full details about the affected areas, assistance available and timeframes for specific disaster relief.

Options available

TMR provides the following assistance to eligible customers:

1. No administration surcharge for short term registration renewal periods

In addition to the six or twelve month registration period options, you may choose to renew your vehicle registration for a period of three months.

If you pay your renewal for a three or six month period, no administration surcharge will be charged. Compulsory Third Party (CTP) insurance must be paid and will apply for the same period.

2. No registration renewal reinstatement fees

If you pay your vehicle registration renewal after the expiry date, the registration renewal reinstatement fee will not be charged.

NOTE: This arrangement does not authorise an unregistered vehicle to be driven on a road.

3. No replacement fees for standard issued number plates

If your number plates are lost or damaged during a natural disaster, you can apply to have them replaced with a new set of standard number plates at no cost.

4. No replacement fees for lost and/or damaged driver licence and photo identity cards

Residents who have had their driver licence or photo identity card damaged or lost due to a natural disaster can visit a departmental Customer Service Centre (CSC) or QGAP office for a free replacement.

If your driver licence or photo identity card is damaged, it must be produced at the time of replacement.

If lost, bring as much evidence of identity documentation as possible with you.

5. No replacement fees for lost and/or damaged public passenger transport driver authorisations, heavy vehicle work diaries, industry authorities including accreditation documentation and identity cards, books of certificates of inspection, modification certificates or standard issued number plates.

Residents and Industry Licensing and Operator Authorisation product holders who have had the following items damaged or lost due to a natural disaster are able to visit a CSC or QGAP office for a free replacement:

- Public Passenger Transport Driver Authorisation
- Heavy Vehicle Work Diary
- Dangerous Goods Driver Licence
- AIS approval document

- Books of AIS Inspection Certificates
- Approved Examiner Certificate of Accreditation
- Books of Modification Certificates
- Tow Truck Driver Industry Authority
- Tow Truck Assistant Industry Authority
- Pilot Vehicle Driver Industry Authority
- Escort Vehicle Driver Industry Authority
- Traffic Controller Industry Authority
- Accredited Driver Trainer or Rider Trainer Industry Authority.

If any item has been damaged, it must be produced at the time of replacement. If lost, bring as much evidence of identity documentation as possible with you.

6. Options for disability parking permits

Disability Parking Permit holders receive an additional three month extension to submit their Invitation to Apply Notice for a further permit. Permit holders will have six months from permit expiry date to apply for a further permit and will not need to make a new application or pay the application fee.

7. Options for payment of lost or damaged Infringement Notices

Contact TMR to make a payment, or for a copy of a lost or damaged infringement notice.

8. Extension of time for Certificates of Inspection for heavy vehicles and public passenger vehicles

Registered operators of the following vehicles are eligible to apply for an extension of time to comply with the requirement of a Certificate of Inspection or clearance of a Defect Notice:

- heavy vehicles over 4.5 tonne
- heavy trailers over 3.5 tonne
- public passenger vehicles.

Access to this option may vary due to the location of the vehicle and booking schedules.

9. Option to extend dormant seasonal vehicle registration period up to two years

This item applies to a heavy vehicle owned by a primary producer who has seasonal registration.

The seasonal registration may be deferred at the end of the registration term for a maximum period of two years. The registration may then be renewed at the end of that period.

10. Options for fodder transport

Heavy vehicles registered under the Primary Producer Concession Scheme may be used for the transport of fodder on behalf of another primary producer who resides in a declared disaster area.

This arrangement will apply for twelve months from the date of disaster declaration, providing the following terms are complied with:

- only actual transportation costs for the fodder may be charged (e.g. not provided for reward or under a commercial arrangement)
- vehicle complies with legal axle loadings
- vehicle does not exceed the registered or manufacturer's capacity
- if fodder is transported from another state, the vehicle must comply with the requirements of each state that it may travel through.

Contact us

For more information about option 8:

Phone: 13 23 90*

For more information about all other options:

Phone: 13 23 80*

Visit: your local TMR CSC or QGAP office

Web: www.tmr.qld.gov.au

** Check with your service provider for call costs.*