

CRISIS CARE COMMITMENT CRISIS CARE COMMITMENT CRISIS CARE COMMITMENT



30 June 2009

Mrs Glenys Jenkin
Senior Policy Officer
Department of the Premier and Cabinet
GPO Box 15185
CITY EAST QLD 4002

Dear *Glenys*

**Re: Premier's Disaster Relief Appeal Distribution Committee Report
Storms of November 2008 in the Brisbane Suburbs, Ipswich, Blackwater and nearby locations**

Please find attached for your information a copy of the Final Report from the Premier's Disaster Relief Appeal Distribution Committee for the storms of November 2008 in the Brisbane Suburbs, Ipswich, Blackwater and nearby locations.

The Report shows that overall \$1,748,000 from the Disaster Relief Fund was distributed to 740 families in the flooded areas. Of the 868 applications received for assistance, 85% were deemed eligible and received assistance.

Once again, your input as a key member of the Distribution Committee has been invaluable. The timely distribution of these funds has significantly assisted many struggling families affected by these floods; and we have received many letters of appreciation.

On behalf of the management and Board of the Queensland Division, I would like to take this opportunity to personally thank you for assisting with the Premier's Disaster Relief Appeal. Your contribution to the success of the Relief Appeal is very much appreciated.

Yours sincerely,


ALAN CLAYTON
Chair
Queensland Divisional Board

RTI DOCUMENT NO. 42 RTI REF. 998 RTI DOCUMENTS CARE COMMITTEE

PREMIER'S DISASTER RELIEF APPEAL DISTRIBUTION COMMITTEE REPORT

(Storms of November 2008 in the Brisbane
Suburbs, Ipswich Area, Blackwater, and
nearby locations)

MARCH 2009

Australian Red Cross
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PO Box 1822, Milton QLD 4064
Tel 1300 55 4419. Fax +61 7 3387 7444
www.redcross.org.au

PREMIER'S DISASTER RELIEF APPEAL DISTRIBUTION COMMITTEE

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(Storms of November 2008 in the Brisbane
Suburbs, Ipswich Area and Blackwater localities)

MARCH 2009

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OVERVIEW

In the week commencing 16th November 2008, a series of severe storms in the suburbs of Brisbane (especially in The Gap and Keperra area where a 'microburst' occurred) caused structural damage to buildings and flooding, flooding in the Ipswich and surrounding districts, and damage and flooding in Blackwater. There were isolated instances of damage in other areas. The damage to homes and the loss of personal effects was considerable.

In response to these disasters, the Premier of Queensland, the Honourable Anna Bligh MP, launched the Premier's Disaster Relief Appeal calling for donations to support those suffering distress and hardship as the result of the storms.

Red Cross agreed to the Government's request to distribute the appeal funds and established a Distribution Committee with representation from Red Cross, and the Department of the Premier and Cabinet. Red Cross established a process that:

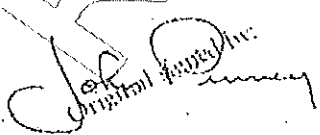
- allocated funds on the basis of criteria that reflected humanity and independence; and
- allowed appeal funds to be disbursed quickly to those in need.

All administrative costs associated with the Appeal Fund were met from the operating budget of the Department of the Premier and Cabinet. Thus, all donated funds were applied to the intended purpose of assisting those in most need as the result of the storms.

The Premier's Disaster Relief Appeal for these storms reached a balance of \$1,748,000. Eight hundred and sixty eight (868) applications were received of which 740 were provided relief from the Appeal. All funds were disbursed to assist those in most need.

This report provides the Trustees of the Premier's Disaster Relief Appeal and the donating public with an acquittal of how donations were applied.

I wish to acknowledge the work and support of the members of Distribution Committee for the Premier's Disaster Relief Appeal and the many others who assisted us with our task, and thank them for their dedication and work. Special thanks is extended to recognise the work of members of the administrative support group who diligently worked behind the scenes developing and managing the database, responding to inquiries, arranging for applications to be reviewed and preparing schedules for the Distribution Committee.


John Pinney AM
Chairman
Distribution Committee, Premier's Disaster Relief Appeal
26 March 2009

GOVERNANCE ARRANGEMENTS

The Premier's Disaster Relief Fund

Under the provisions of the *Collections Act 1966*, an Appeal may be established for a charitable or any other purpose. On 16th November 2008, the Premier, the Hon. Anna Bligh MP, launched an Appeal to provide relief to the victims of disaster arising from a series of storms in South-East and Central Queensland.

Eligibility for relief from the Appeal was available to those living in the local government areas of Brisbane City Council, Central Highlands Regional Council, Dalby Regional Council, Gold Coast City Council, Ipswich Council, Lockyer Valley Regional Council, Logan City Council, Moreton Bay Regional Council, Scenic Rim Council, Somerset Regional Council, Southern Downs Regional Council, Sunshine Coast Regional Council, and Toowoomba Regional Council.

Trustees for the Premier's Disaster Relief Appeal comprised:

The Honourable Anna Bligh MP, Premier of Queensland
 The Honourable Andrew Fraser MP, Treasurer
 The Honourable Neil Roberts MP, Minister for Emergency Services

The Trustees of the Premier's Disaster Relief Appeal endorsed the proposal that Red Cross disburse the Appeal funds to assist individuals and families affected by the storms.

Distribution Committee

The Premier initially requested that Red Cross distribute the funds raised through the Premier's Disaster Relief Appeal to relieve suffering and distress arising initially from severe storms in the Western Suburbs of Brisbane, particularly The Gap and surrounding suburbs. Indeed, the Bureau of Meteorology reported that The Gap suffered a microburst, which has the same destructive effect as a tornado. On the same day and in the following week there were further storms in other locations causing damage to which the Appeal applied. Particularly affected were the Ipswich region and Blackwater.

Red Cross established a Distribution Committee to coordinate and approve the distribution of the appeal funds. This committee comprised:

Mr John Pinnery AM (Chairman)	Board Member, Australian Red Cross, Queensland Division
Ms Winifred Smith	Deputy Chairperson, Australian Red Cross, Queensland Division
Mr Rod McKinnon	Erstwhile Chair, National Emergency Services Advisory Committee, Australian Red Cross
Ms Sonya Keep	Group Manager – Regional & Corporate Services, Australian Red Cross, Queensland Division
Ms Glenys Jenkin	Senior Policy Officer, Department of the Premier and Cabinet

Administration

Red Cross established a small administrative support group to:

- develop and manage the database of applicants
- co-ordinate the printing and distribution of application forms
- receive and record completed applications and associated correspondence
- prepare schedules of applications for consideration by the Distribution Committee
- coordinate the payments to applicants as approved by the Distribution Committee, and
- liaise where necessary with applicants to verify information or gather further information from applicants.

Members comprising the administrative support group are acknowledged at Appendix D.

Privacy

The use of personal information collected throughout the appeal was compliant with the Commonwealth Privacy Principles as reflected in Information Standard 42 issued by the Queensland Government.

Members of the Distribution Committee were required to sign a Privacy Agreement ensuring that they were aware of their obligation to adhere to the privacy principles detailed in Information Standard 42. (see Appendix B)

Applicants were also requested to sign a *privacy statement* as part of their application form. (see Appendix A, last page of Attachment A)

Audit

The financial management of the Premier's Disaster Relief Appeal is subject to audit by the Auditor-General.

DISTRIBUTION COMMITTEE: ROLE AND PROCEDURES

Role of the Committee

The Distribution Committee was formed to manage the equitable distribution of funds based on hardship and capacity to recover and to provide an acquittal of all funds expended. The specific tasks of the committee were to:

- determine criteria for the distribution of funds, including the quantum of each application;
- call for applications for funds, ensuring wide publicity and ease of completion and lodgement;
- review applications and make further inquiries where necessary;
- ensure speedy approval and distribution of funds;
- establish and overview proper accountabilities of funding disbursement; and
- report to the Premier on the management and distribution of the fund.

Guiding Principles

Red Cross principles of *humanity* and *independence* set the overall framework for the operation of the Distribution Committee. Other specific guiding principles included:

Equity – the Distribution Committee was guided by the principle of fair and equitable distribution of funds. The committee determined to approve payments on the basis of households and to apply a scale of payments determined by the applicant's level of *hardship* and *capacity to recover*. Using these criteria, payments were approved for both insured and uninsured applicants.

Access – information about funding available through the Premier's Disaster Relief Appeal and the application process was made readily available throughout the storm affected areas in print media and radio interviews (see Media Release at Appendix C). Application forms were widely available through relief centres, councils and electronically on the websites of the Department of the Premier and Cabinet and Red Cross. The Department of Communities directly contacted many people who had suffered loss. Application forms were also available upon request from Red Cross and were distributed as part of outreach visits to storm affected properties.

Hardship and Capacity to recover – the identification of those in greatest need within the community as the result of the flooding guided the funding allocation. Indicators of hardship and capacity to recover included:

- Structural damage occurred to the house, or flood waters entered the house
- Combined disposable family income
- Number of dependants
- Present employment situation of applicant
- Other special hardships

Operation of the Committee

The Distribution Committee met in Brisbane on 4 occasions.

Following severe flooding in Emerald, Charleville and surrounding districts, in January 2008, procedures were set in place for the invitation of applications and the distribution of funds from the Premier's Disaster Relief Appeal mechanism. Those procedures, on review, provided a sound basis for the invitation of applications and the distribution of funds with adjustments to meet the particular circumstances of the current disaster.

At its inaugural meeting on 14th January 2009, the Distribution Committee:

- Agreed to adopt the previously developed strategy of inviting applications from storm affected families that included developing awareness of the appeal and approving an application form. A copy of the application form appears as Appendix A.
- established a process for receiving and reviewing applications.
- established criteria for determining an applicant's level of *hardship* and *capacity to recover*.
- determined five categories of *hardship* and *capacity to recover* with the opportunity for the working party to recommend special needs or circumstances.
- determined the following schedule of payments based upon the level of funds available and the number of applications meeting the criteria for some payment:

Application Criteria

Category	Criteria	Maximum Allocation
A	<ul style="list-style-type: none"> • Evidence of significant or extreme personal hardship • Extensive damage and loss to the dwelling and contents • Unlikely to recover without assistance because of one or more of the following: <ul style="list-style-type: none"> ○ Low income ○ Number of dependants ○ Significant bills or expenses ○ Other special hardships listed in application ○ Most items claimed are essential for living 	A - \$5,000
B	<ul style="list-style-type: none"> • Moderate or low personal hardship • Moderate damage or loss to the dwelling or contents • Capacity to recover will be slow or difficult because of one or more of the following: <ul style="list-style-type: none"> ○ Medium or low level income ○ Number of dependants ○ Other special circumstances listed in application ○ Some items claimed are essential for living 	B - \$3,600

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C	<ul style="list-style-type: none"> • Evidence of personal hardship is not obvious or substantial • Still has damage and loss, including income loss • Has a capacity to recover because of the following: <ul style="list-style-type: none"> ○ Income above \$60,000 ○ Items claimed are not all essential for living 	C - \$1,800
D	<ul style="list-style-type: none"> • Not eligible because of: • Little or no damage to the dwelling or contents • Level of payment received relative to amounts claimed • Business not conducted at place of damaged residence • What is claimed is not essential for living 	D - \$0
E	<ul style="list-style-type: none"> • Significant property damage, apart from the main dwelling • Special circumstances affecting ability to recover 	E - various depending upon circumstances \$200 - 1700

The Distribution Committee reviewed all applications in determining the final funding amount for each applicant.

The Distribution Committee reported regularly to the trustees through the Senior Policy Officer, Department of the Premier and Cabinet and provided updates on disbursements of funds.

Public Awareness

Application forms were distributed to all affected areas and made available at relief centres, local council buildings and libraries and on the web sites of the Department of the Premier and Cabinet and Red Cross.

Application forms were also available upon request from Red Cross and were distributed on outreach visits to affected households by Red Cross members, volunteers and staff and staff of the Department of Communities.

Application forms were distributed together with replied paid envelopes to Australian Red Cross.

Posters were also produced informing the public of the closing date for applications and where to obtain applications forms. The appeal was also promoted through local print media, as well as radio and television interviews (see, for example, Média Release at Attachment C).

Closing Dates for Receipt of Applications

The closing date for the receipt of Appeal applications was 9 January 2009. As a result of advice received by the Department of Communities regarding effected

PREMIER'S DISASTER RELIEF APPEAL DISTRIBUTION COMMITTEE - CRISIS CARE COMMITMENT

residences, the Appeal was extended two weeks to enable these effected households to submit applications.

APPLICATIONS and DISBURSEMENTS

Applications Received and Assessed

The Premier's Disaster Relief Appeal received 868 applications from the following areas,

Western Brisbane Suburbs (including The Gap & nearby)	405
Northern Brisbane Suburbs	72
Southern Brisbane Suburbs	14
Ipswich and surrounding areas	318
Blackwater	15
Isolated Brisbane suburbs	18
Other eligible locations	26
Total	868

Disbursement of Funds

Reconciliation of Appeal

Receipts

Date	Amount
At 30 January	\$1,723,000
At 20 February	25,000
TOTAL	\$1,748,000

Disbursements

Category	Number	Amount
A	56	\$280,000
B	187	673,200
C	388	698,900
D	128	0
E	109	95,900
TOTALS	868	\$1,748,000

Balance Remaining \$ 0

Appeals against assessment of claim

Five applicants appealed against not receiving an allocation (Category D). After considering further information the Distribution Committee re-classified 3 of these as 'C' and one as 'B'. (Appeal determinations are included in the above figures)

Late applications

Late applications were received from 4 applicants. These were assessed by the Distribution Committee and there was sufficient funding to allow payments to be made in accord with the previously determined applications (late applications are included the above figures).

Reconsideration of declined applications

At the conclusion of the Appeal and Late Application considerations there was an amount left undistributed. The Committee was conscious that a number of applications that had been classified 'D' had suffered significant property damage apart from their dwelling and belongings in the house, or had other circumstances that mitigated against their recovery from the disaster. Nevertheless, they did not meet the original criteria and were therefore declined for any disbursement. Accordingly, all Category 'D' applications were reviewed and a further 18 allocated some funds towards their recovery on the basis of extensive property damage apart from the dwelling, or some other special circumstance creating hardship or difficulty in recovering (reconsidered applications are shown under Category 'E' in the above table).

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APPENDICES

A: Application Form and Applicant Privacy Statement

Refer to Attachment A

B: Privacy Statement for Disbursement Committee Members

Refer to Attachment B

C: Press Release advising of Appeal

Refer to Attachment C

D: Letters of Advice of Assessment of Claim

Refer to Attachment D

E: Secretariat Members

- Laurelle Mateja - Administration Support / Liaison, Australian Red Cross Qld
- Jodi Hollis - Data entry / Administration, Australian Red Cross Qld
- Jessica Walsh - Data entry / Administration, Australian Red Cross Qld
- Stuart Russell - Data entry / Administration, Australian Red Cross Qld
- Kristina Hedln - Data entry / Administration, Australian Red Cross Qld
- Shirley Kręcichłost - Data entry / Administration, Australian Red Cross Qld

ATTACHMENT A

Premier's Disaster Relief Appeal Application form

December 2008

Private and confidential

As a result of the Premier's Disaster Relief Appeal to assist people affected by the November 2008 storms that struck, Central and Southern Queensland, Australian Red Cross, on behalf of the Queensland Government, is administering the payment of donated funds to those directly affected.

To be considered for a payment you should live in the storm affected area and:

- have suffered damage to your place of residence, or to your personal belongings and household goods, as a result of the storms and associated flooding.

Assistance from this appeal is NOT being provided to businesses, people with investment properties or community groups. To apply for this assistance please fill out the attached Application Form and Privacy Statement and post to:

Australian Red Cross, Premier's Disaster Relief Appeal, Reply Paid 1822, MILTON BC QLD 4064
(no stamp is needed if posted to this address)

A letter acknowledging the receipt of your application will be posted to you within 14 working days. If you do not receive an acknowledgment letter within this time please phone 1800 733 111.

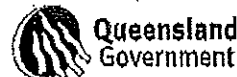
Priority for the distribution of funds will be given to those individuals and families in the most urgent need of assistance.

Applications for funding will close on 9 January 2009. All funding applications are confidential.

Only one application per household will be accepted.

Premier's Disaster Relief Appeal - Application form information sheet

- Please submit only one application per household or affected address. There is provision to make separate claims on the one application form if you have unrelated occupants of a household who have suffered losses in the disaster.
- Do not hesitate to ask for help to fill out the application form or please phone 1800 733 111 for assistance.
- If you need to provide additional information, please attach extra sheets to the application.
- Applications forms posted to the following address do not need a stamp
Australian Red Cross, Premier's Disaster Relief Appeal, Reply Paid 1822, MILTON BC QLD 4064
- Priority in the first instance will be given to those most in need.
- If you have already received an emergency relief payment from the Department of Communities or payment/s from other government agencies it does NOT mean you are disqualified for receiving funding from this appeal. So please submit an application.
- Funds will be distributed as personal hardship assistance and are not intended to compensate for losses.
- In some instances Red Cross may require a statutory declaration to verify the information you have supplied.
- All information will be treated confidentially. If there is a need to send your information to another agency, we will seek your permission before doing so.
- All applications will receive an acknowledgement letter within 14 days. If you do not receive a letter please phone 1800 733 111 to ensure that your application has been received.
- All applications will be assessed by a committee made up of Red Cross Board Members and senior staff and senior staff from the Department of the Premier and Cabinet.
- If you have concerns about the process or decisions made regarding your application, please detail these in writing and send to the Executive Director, Australian Red Cross, PO Box 1822 Milton, Brisbane 4064.



PREMIER'S DISASTER RELIEF APPEAL DISTRIBUTION COMMITTEE - CRISIS CARE COMMITMENT

Property address of affected property:

Do you have more than one person or family living at the affected property who wish to apply for assistance separately?

YES NO

Provision has been made on this form for two applicants. If you have more than two applicants, please attach additional sheets answering all information included below.

Applicant one

Personal details

Name: _____

Postal address (for correspondence): _____

Telephone or contact numbers: (H) _____

(Mob) _____

(W) _____

Email: _____

Our preferred method of payment is direct deposit into your bank account as this will provide you with immediate access to your funds. What is your preferred method for receiving payment (please tick)

Cheque to postal address

Direct deposit into your bank account

Account name: _____

Name of bank: _____

Branch name: _____

Account number: _____

Branch or BSB number: _____

Information required to assess your application (Please add additional sheets if necessary)

1. Provide details of damage or loss (please tick all boxes that apply)

Did your roof require tarping?

Tarpred by SES/ARMY Other

Is there structural damage to your home?

Did storm or flood water enter your house?

Is there damage to your walls, floor coverings, etc?

Is there damage to your furniture, electrical equipment or personal belongings?

Were you assisted by the SES (State Emergency Service)?

Please provide additional information if necessary.



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2. Are you: the owner occupier a tenant renting the property other (please explain)

3. Please list all of the people normally living at this address

Surname	First name	Relationship to applicant	Age

4. What was your approximate household income for last year? (Please tick appropriate box)

Under \$30,000 \$30,001 to \$60,000 \$60,001 to \$90,000 Over \$90,000

5. We understand that some households that are insured still face some immediate needs, having insurance does not mean that you are ineligible for this assistance. Please provide details of your insurance cover.

House Insurance? YES NO
 Contents Insurance? YES NO
 Will this cover your losses? YES NO (If no, please provide details)

6. Please describe any special hardship circumstances or needs that would assist us in assessing your application (Add an extra sheet if necessary)



PREMIER'S DISASTER RELIEF APPEAL DISTRIBUTION COMMITTEE REPORT - CRISIS CARE COMMITMENT

7. As a result of the storms, what are your family's most urgent needs including any outstanding bills?
Please describe with \$ amounts. (This information is to be used to assess your immediate situation and is not necessarily related to the amount you may receive)

Details	Amount needed (\$)
Food and clothing	
Repairs or replacement of household goods and personal effects (TV, fridge, washing machine etc)	
Repairs to house (structural - walls, roof, floor coverings, etc.)	
Other expenses or bills	

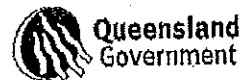
I declare that the information provided is true and correct.

Signature _____

Date _____

Red Cross may require a Statutory Declaration in certain circumstances to verify all details provided are correct.

PLEASE PROCEED TO THE FINAL PAGE OF THIS DOCUMENT AND COMPLETE THE PRIVACY STATEMENT



NOTE: Three pages for Applicant 2 have been omitted from this Report Attachment. They are duplicates of the pages for Applicant 1.

5 PREMIER'S DISASTER RELIEF APPEAL DISTRIBUTION COMMITTEE CRISIS CARE COMMITMENT

Please complete this statement

Privacy statement

I understand that:

- Australian Red Cross is collecting information on this form for the purposes of determining my/our eligibility for financial assistance.
- This information will be shared with relevant parties only for the purposes of evaluating my/our eligibility.
- If I am unable to provide this information upon request, Red Cross will be unable to process my application.
- Red Cross may need to verify these details, and this may involve contacting local councils, government and non-government departments and agencies.
- When I provide Red Cross with information about other individuals (eg. names of people normally living at your address), Red Cross relies on me to make those individuals aware that such information has been provided to Red Cross as part of the application process.
- The information may be cross-checked with other applications.

I agree with the stated purpose (please tick)

YES NO

YES NO

Applicant one

Applicant two

Name: _____

Name: _____

Signature: _____

Signature: _____

Date: _____

Date: _____



ATTACHMENT B



6 January 2009

PREMIER'S DISASTER RELIEF APPEAL
CONFIDENTIALITY AGREEMENT

Australian Red Cross has been requested to undertake the distribution of funds from the Premier's Disaster Relief Appeal established to assist flood victims in central and southern Queensland.

A Distribution Committee has been established and is made up of representatives from Australian Red Cross Queensland Division, National Emergency Services Advisory Committee and the Department of the Premier and Cabinet. The Distribution Committee will examine each application against a set of criteria.

As part of the process of determining eligibility for payment from the Premier's Disaster Relief Appeal, members of the Distribution Committee will have access to information provided by applicants affected by the floods detailing the circumstances of their hardship as well as other information including their financial situation.

All members of the Distribution Committee undertake that they:

- will treat all information as confidential to be used only for the purpose of determining the eligibility for assistance
- will not divulge to any person or third party any information provided in the application form by applicants
- will not divulge the names of those persons applying for assistance
- will not divulge any information regarding the financial assistance provided to individual applicants

If during process of assessing applicants, members of the Committee come across information of a serious or significant nature affecting the wellbeing of individuals, members of the committee will bring this information to the attention of the Executive Director, Australian Red Cross.

I, _____, agree to abide by this
Confidentiality Agreement.

Committee Member

Date

Witness

ATTACHMENT C



Australian Red Cross
THE POWER OF HUMANITY

MEDIA RELEASE

For immediate release

APPEAL FUND OPEN TO STORM VICTIMS

Red Cross is now accepting applications from people affected by the Central and South East Queensland storms to apply for financial assistance through the Premier's Disaster Relief Appeal.

The fund currently has \$1.63 million in pledged donations.

The application process is being administered by Red Cross and application forms can be obtained through the Premiers website at www.thepremier.qld.gov.au, Red Cross at www.redcross.org.au/qld or by telephoning 1800 733 111.

Red Cross Executive Director Greg Goebel urges anyone who has suffered flood damage to their home or to their personal belongings to make an application to the Relief Fund.

"It is there to help you during this difficult time," says Mr Goebel.

"Priority will be given to the most urgent of hardship cases and Red Cross will put in place a process to ensure that every application is carefully considered on its merits."

Distributions from the fund will be made available to those who have suffered damage to their place of residence, personal belongings or household items as a result of the storms and associated flooding experienced in South East Queensland last month.

To be eligible for assistance applicants must live in one of the thirteen local government areas that were activated for Natural Disaster Relief and Recovery Arrangement (NDRRA) assistance.

The eligible local government areas are Brisbane City Council, Scenic Rim Council, Toowoomba Regional Council, Southern Downs Regional Council, Logan City Council, Lockyer Valley Regional Council, Central Highlands Regional Council, Moreton Bay Regional Council, Ipswich Council, Gold Coast City Council, Somerset Regional Council, Sunshine Coast Regional Council and Dalby Regional Council.

Businesses, people with investment properties, or community groups are not eligible to apply for the funds.

Applications close on the 9th of January 2009 and payments will be made soon afterwards.

Donations can still be made to the Premier's Disaster Relief Appeal Fund at any of the big four banks (Commonwealth, Westpac, NAB, and ANZ) and at Suncorp Metway and the Bank of Queensland.

ATTACHMENT C

CRISIS CARE COMMITMENT



Australian Red Cross
THE POWER OF HUMANITY

Cheques can be made out to the Premier's Disaster Relief Appeal Fund or donors can contact the Smart Services Queensland Call Centre on 1800 173 349 with their credit card details. This line is open 24 hours a day.

Ends

For further information or an interview contact:

Bruce Wardley
Manager Communications &
Marketing Tel 07 3367 7204
Mob 0439 384 676
Email bwardley@redcross.org.au

Duyen (Dee) Nguyen
Media & Communications Officer
Tel 07 3367 7219
Mob 0400 820 220
Email dnguyen@redcross.org.au

RTI RELEASED

ATTACHMENT D

Date

Address

Dear

Thank you for sending in your application form for the Premier's Disaster Relief Fund. Please note for your records your application number is 238, and use this number in any correspondence or queries you may have with us.

The process from here is after the close of applications on the extended closing date of 16 January 2009, the Distribution Committee will meet to review all applications. They will then determine the level of payments to be made to each applicant. You will be notified by mail of the decision of the Committee.

We will be doing everything possible to ensure that the process for making payments is equitable and timely. With applications closing on 9 January 2009 we would anticipate that all distributions will be completed by end of January 2009.

If you have any questions relating to any part of the process or need to update your details please phone 1800 733 111 during business hours and quote your application number.

Red Cross appreciates that this has been a very difficult time for many families who have endured damage to homes, and their household and personal possessions. We hope that you and your family are well on the road to recovery.

In the meantime we will give your application our fullest attention.

Yours sincerely

GREG GOEBEL
Executive Director
Australian Red Cross Queensland

ATTACHMENT D

5 February, 2009

Name

Ref No

Dear

Thank you again for your application for assistance following the severe storms which occurred at the end of last year.

As you know Red Cross was asked to distribute the funds from the Premier's Disaster Relief Appeal. We received over 850 applications.

Many of the applications painted a distressing picture of just how hard these storms hit many families, and the difficulties many face to get their homes fixed and replace those items damaged by the storms. Those who read the applications could not help but be moved by the difficult situation many of you face, and our hearts go out to you.

We have had the very difficult task to look at each individual application and decide those most in need for funding assistance. Unfortunately, there is not enough money to give everybody what they wanted - even though we would have dearly liked to have done so.

However, I am pleased to tell you that we have been able to provide you with a payment of \$5000 from the Premier's Disaster Relief Appeal. These funds will be deposited into the bank account you nominated in your application and will appear on your bank statement as Red Cross 19. Please allow 24 hours for this to occur. If you have any questions regarding this payment, please don't hesitate to contact us on 1800 733 111.

I realise this will not meet all your needs, but we hope that it helps ease a little bit of your anguish in these hard times.

Best wishes for the future.

Kind regards

GREG GOEBEL
Executive Director

ATTACHMENT D

Dear

I am writing to you regarding your application for assistance under the Premier's Disaster Relief Appeal following the severe storms last year.

We have received over 850 applications for assistance and have been processing these applications as quickly as possible.

Our Committee has reviewed and assessed your application and unfortunately has decided that, compared to the needs of others, it falls outside the criteria for the Premier's Disaster Relief Appeal.

This has been a difficult decision to make and given the great need in the area and the limited funds to distribute, the Committee has had to prioritise all applications and strictly limit payments to those families/applicants in the most desperate need.

I am sorry that we are not able to assist you at this time – we certainly wish that we could assist everyone that was affected.

Best wishes for the future.

Yours sincerely,

GREG GOEBEL
Executive Director