

Queensland floods: support for affected employers

This document outlines support available to Pacific Australia Labour Mobility (PALM) scheme employers affected by flooding following ex-tropical cyclone Jasper in Queensland in December 2023. It was prepared on 21 December 2023. Please use the links to websites contained in this document to access the most up to date information.

- PALM scheme: [FAQs - flooding event in far north Queensland](#)
- Queensland Government:
 - [Tropical Cyclone Jasper December 2023](#)
 - [Natural disaster funding for agribusinesses](#)
- Services Australia:
 - [Queensland Tropical Cyclone Jasper, December 2023](#)
 - [Social work services](#)
 - [Additional help if you've been affected by a natural disaster](#)
- Australian Taxation Office (ATO): [Summary of our disaster support](#)
- Department of Agriculture, Forestry and Fisheries: [Support for flood-affected farmers](#)
- Financial institutions and banks: [Banks stand ready to support cyclone-impacted communities in Far North Queensland - Australian Banking Association](#)

Eligible local government areas (LGAs) vary depending on the available support, new areas can be added at any time. Please check the relevant websites for each payment. Affected LGAs at 21 December are:

- Cairns
- Cassowary Coast
- Cook
- Douglas
- Hinchinbrook
- Hope Vale
- Mareeba
- Tablelands
- Wujal Wujal
- Yarrabah

What support is available?

Queensland Rural and Industry Development Authority

Disaster Assistance Loans

Up to \$250,000 for producers and small businesses and \$100,000 for non-profit organisations to repair or replace damaged assets like plant and equipment, to repair premises, or to replace stock and maintain liquidity.

Applications close 31 December 2025.

Further information

[Disaster Assistance Loans | Queensland Rural and Industry](#)

[View all FAQs](#)

You can apply now. Please refer to information in the Disaster Assistance Loan - guidelines - primary producer PDF.

[Disaster Assistance Loan - guidelines - primary producer \(PDF, 264KB\)](#)

[Disaster Assistance Loan - application form - primary producer \(PDF, 462 KB\)](#)

[Cashflow spreadsheet - primary producer \(XLSX, 480 KB\)](#)

Queensland Rural and Industry Development Authority

Individually Disaster Stricken Properties (IDSP)

Primary producers significantly affected during a disaster, but not located in a defined disaster area may be eligible to apply for assistance as an individually disaster-stricken enterprise. In this circumstance, the current commercial lending rate applies unless the concessional interest rate is granted by QRIDA.

For further information please visit the [Department of Agriculture and Fisheries website](#) or call 13 25 23.

Queensland Rural and Industry Development Authority

Essential Working Capital Loans

Loans are available to assist primary producers, small businesses and non-profit organisations with essential working capital for expenses.

Up to \$100,000 for producers, small businesses and non-profit organisations to allow for the continuation of operations, including paying wages, rents or rates, purchasing items such as fuel, fodder and water, or for the transportation of livestock and produce.

[View all FAQs](#)

QLD Government - Queensland Rural and Industry Development Authority - call 1800 623 946 or visit the [disaster recovery page](#).

What support is available?

Queensland Government - Business Queensland

Freight subsidies for disaster-affected primary producers

Subsidies of up to \$5,000 per property to move essential materials such as fodder, building and fencing materials, machinery, and animals for restocking.

There are 4 different subsidies available:

- transport of fodder
- transport of building, fencing, equipment and machinery
- removal of stock
- transport of animals purchased for restocking.

Further information

Fact sheet

[Flood relief assistance- freight subsidies and IDSP](#)

[Freight subsidies for disaster-affected primary producers](#)

View the [application guidelines and forms](#).

More information can be found by calling the Customer Service Centre on 13 25 23.

Australian Government - Services Australia

Australian Government Disaster Recovery Payment (AGDRP)

Help with immediate costs if you've been affected by one or more of the following:

- the disaster caused major damage to your home or a major asset or assets that you own at your home
- you were seriously injured
- you're the immediate family member of an Australian citizen or resident who died or is missing.

You must meet some residence rules to be eligible to claim AGDRP.

If you're eligible you'll get: \$1,000 per adult, or \$400 per child younger than 16.

This payment is not taxable and doesn't need to be included in your tax return.

[Tropical Cyclone Jasper - Australian Government Disaster Recovery Payment](#)

If you want to speak to someone in your language, call the Services Australia [multilingual phone service](#).

If you're an Aboriginal or Torres Strait Islander Australian, you can also call and speak to the [Indigenous call centre](#) for help.

Natural disaster payment support line: **180 22 66** (Monday to Friday 8 am to 5 pm.)

What support is available?

Australian Government - Services Australia

Disaster Recovery Allowance (DRA)

A short-term payment to help you if Queensland Tropical Cyclone Jasper directly affects your income.

If you're eligible, you can receive the payment for a maximum of 13 weeks. Services Australia will pay you from the date you started losing income as a direct result of this disaster.

If you're eligible, you will receive the maximum equivalent rate of JobSeeker Payment (\$749.20-\$970.20/fn) or Youth Allowance (\$372.90 - \$970.20/n), depending on your personal circumstances. Payment rates reduce dependent on income.

Disaster Recovery Allowance is a taxable payment and needs to be included in your tax return. You **can't** get DRA if you get any of the following income support payments during your claim period:

- Age Pension
- Austudy
- Carer Payment
- Disability Support Pension
- JobSeeker Payment
- Parenting Payment
- Special Benefit
- Youth Allowance
- a Service Pension, Income Support Supplement or veteran payment from the Department of Veterans' Affairs.

Further information

Services Australia

[Tropical Cyclone Jasper - Australian Government Disaster Recovery Payment](#)

Queensland Government

Emergency Hardship Assistance (EHA) grant

Help with essential needs such as food, clothing, medical supplies and temporary accommodation. \$180 for individuals and up to \$900 for families of 5 or more.

See: [Emergency hardship assistance | Community support](#)

For help with your application, call the Community Recovery Hotline on 1800 173 349 or visit a [Community Recovery Hub or support services location](#).

What support is available?

Further information

Queensland Government

Essential Services Hardship Assistance (ESHA) grant

Help with essential services such as, power, gas, water, and sewage. \$150 for individuals, up to \$750 for families of 5 or more.

See: [Essential services hardship assistance grant | Community support](#)

For help with your application, call the Community Recovery Hotline on 1800 173 349 or visit a [Community Recovery Hub or support services location](#).

Queensland Government

Essential Household Contents Grant

Help to replace essential lost household contents, such as bed linen/white goods. \$1,765 for individuals, up to \$5,300 for couples or families.

See: [Essential household contents grant | Community support](#)

For help with your application, call the Community Recovery Hotline on 1800 173 349 or visit a [Community Recovery Hub or support services location](#).

Queensland Government

Essential Services Safety and Reconnection Grant

Help with for safety inspection and repairs to reconnect essential services e.g. gas, water, electricity and sewage.

Inspection costs—\$200 for safety inspection for water, electricity, gas and sewage. \$4,200 for repairs or replacement of these services.

See: [Essential services safety and reconnection grant | Community support](#)

For help with your application, call the Community Recovery Hotline on 1800 173 349 or visit a [Community Recovery Hub or support services location](#).

Queensland Government

Structural Assistance Grant Help with structural repairs or contribution towards replacement of dwelling.

Uninsured, low income, owner-occupiers may receive up to a maximum of \$50,000 to help repair your home to make it safe, secure and habitable.

See: [Structural assistance grant | Community support](#)

For help with your application, call the Community Recovery Hotline on 1800 173 349 or visit a [Community Recovery Hub or support services location](#).