

I haven't applied for funding yet

My progress in the Resilient Homes Fund

▶ I haven't applied for funding yet	▶ I've applied for funding	▶ My funding is approved	▶ My resilience works can start	▶ My home is resilient

Journey so far

I've received my Home Assessment Report



Still to go

I need to apply for funding to QRIDA



Key dates:

- 30 July 2023**
Registrations for the Resilient Homes Fund program closed.
- 1 December 2025**
Grant applications for funding close unless funding has already been exhausted.
- 30 June 2026**
Works to be completed and paid in full.

Important: Registrations for the Resilient Homes Fund are not transferable. If you are planning to sell your home, all works must be completed and payments finalised prior to the sale of your home.

If you are registered in the Resilient Homes Fund and have received your Home Assessment Report, you're already on your way to building back a better, more resilient, home.

But there are a few things you need to do to get from where you are now to the next key milestone:
I've applied for funding.

Tip: Give yourself plenty of time by making progress now. Waiting for funding approval, finding a builder and completing building works all takes time. And sudden, unexpected delays can occur. Keep going. Each step you take gets you closer to your resilient home.

If you ever feel stuck or need guidance, get in touch with our team at **07 3007 4485** and **select option 2**. We're here to help.

Keep track of your documents

As you progress through the Fund, you'll be asked to provide some important details, so keep these documents somewhere safe:

- » **Your Home Assessment Report**
This report lists which resilience programs and strategies are recommended for your home.
If applying to raise your home, you'll also need your home raising letter of eligibility.
- » **Your Resilient Homes Fund reference number**
You can find this at the top of your Home Assessment Report.
- » **Your QRIDA portal login details**
QRIDA is the Queensland Rural and Industry Development Authority. They manage your funding application and send payments to your builder.
- » **Your Letter of Offer**
This letter states your approved funding amount, payment breakdown and your builder's details.
- » **Your builder contract**
This is the contract you signed with your builder and describes the building works.

Choose resilience options

Eligible homeowners can apply for funding to repair (enhance resilience), raise, or demolish and rebuild their flood affected homes.

At this stage, you have probably chosen which option you want to apply for. But if you are still unsure or you've heard about amendments to program eligibility or funding thresholds, now is a good time to review your options.

Visit qld.gov.au/resilienthomes to review the programs and read about program updates.

To decide which resilience measures are best for your home, download a copy of *Design Guidance for Flood Resilient Homes*. Use this as a reference when thinking about the flood resilient design, materials and strategies recommended in your Home Assessment Report. Use the guide to discuss these options with your builder.

Download:
Design Guidance for Flood Resilient Homes



Find a builder

We understand finding a builder can be a challenge. The builders you reach out to may not be experts in resilience measures and materials or familiar with the Resilient Homes Fund.

To help make your search easier, use the Resilient Homes Fund Register on the QBCC website. This database is made up of more than 500 builders who have opted-in to provide their services for flood-affected homeowners in the Resilient Homes Fund.

Resilient Homes Fund Register:
my.qbcc.qld.gov.au/s/resilient-home-fund

Tip: Share your Home Assessment Report with your builder and discuss the resilience measures recommended in the report. Be clear on what measures your builder can achieve and what they cannot before you proceed to getting a quote.

Home raising preliminary works: Please note that if you are raising your home you will also need to:

- » Contact your local council to check if your home is allowed to be raised. Go to statedevelopment.qld.gov.au and search the local government directory for your local council.
- » Arrange preliminary design works, including surveying, soil testing and design drawings. Ask your builder if they can coordinate contractors to provide this service. Be sure you have completed this step before getting a quote.

Find out more: Go to qld.gov.au/resilienthomes and search the step-by-step process for preliminary investigations and design works requirements for home raising.



Get a building quote

The Resilient Homes Fund has a duty to ensure that all funds are used on appropriate resilience measures. We carefully review building quotes to make sure they meet our value for money obligations.

Quotes with insufficient details are one of the major roadblocks to funding approval, so it's important your builder provides a quote with a clear scope of works.

The Resilient Homes Fund website provides more information on quoting requirements, including details of what needs to be listed in a quote and examples of correctly completed quotes.

Discuss these requirements with your builder to make sure they are aware of what's needed in a Resilient Homes Fund quote.

Visit qld.gov.au/resilienthomes and navigate through the step-by-step process to find details about building quotes.

If you need guidance, call us on **07 3007 4485** and **select option 2** to speak with one of our team. Getting the quote right before you submit your application will save you time and effort later on.

Learn about building quotes on the Resilient Homes Fund website



Out-of-pocket costs: Note that reasonable eligible costs for preliminary works or quotes may be reimbursed once your funding is approved. Be sure to submit these costs with your funding application.

Apply for funding

QRIDA is responsible for administering funding within the Resilient Homes Fund, from processing your funding application to sending payments to your builder.

Follow these steps to submit your application to QRIDA:

- 1. Create a MyGovID account** – you will need this to confirm and prove your identity every time you log in to your QRIDA account.
- 2. Prepare your documents.**
You will need:
 - a.** Your Home Assessment Report
 - b.** Your building quote
 - c.** Any insurance settlement details (for example, accepted with repairs, cash settlement)
 - d.** Any building plans (for example, if home raising, a plan confirming the raised height of your home).

Take note of your QRIDA log in details and keep them somewhere safe. You will need these each time you log in to the portal.

Tip: Your QRIDA application will be saved as a draft each time you navigate between pages using the 'next' or 'previous' buttons. You can log in to your account at any time to see the status of your application.

If you have any questions about your funding application, email QRIDA at RHAS@qrida.qld.gov.au

Stay informed

The Resilient Homes Fund sends out regular emails to homeowners with program updates, invites to webinars and practical information to help you on your path to a resilient home.

Check your emails to make sure you are receiving updates from resilienthomes@epw.qld.gov.au.

Support

Support in your community

Download the Queensland Government's Regional Community Support Services Brochures for information and contact details of key community services available in your area, including financial and emotional support.

Visit: qld.gov.au/community/disasters-emergencies/disasters/resources-translations/regional-support-brochures

For further support for communities affected by natural disasters please contact our Community Recovery Hotline on **1800 173 349**.

Accommodation assistance

Housing Service Centres across Queensland provide a range of support including bond loans, rental grants and a RentConnect service.

Anyone needing housing assistance can contact their local Housing Service Centre.

Visit: qld.gov.au/housing/public-community-housing/housing-service-centre

You can also phone the 24/7 Homeless Hotline on **1800 474 753**.

Legal aid

Legal Aid Queensland provides free legal advice on a variety of areas including, but not limited to, contracts and family matters.

Visit: legalaid.qld.gov.au

Finances

The Financial Information Service, provided by Services Australia, is a free service that provides informative guidance about financial matters.

Visit: servicesaustralia.gov.au/financial-information-service

Emotional support

We know this can be a very stressful time. Talking about what you are going through with your family and friends can be helpful. There are also very helpful support services available to you including Lifeline and BeyondBlue.

Visit: lifeline.org.au

Visit: beyondblue.org.au

Need help with any of these steps?

If you have questions and want to talk to someone about your property and your individual circumstances, call **07 3007 4485** and select **option 2** to arrange a one-on-one appointment.

For more information visit qld.gov.au/resilienthomes

If you require the assistance of an interpreter, phone **1800 512 541**.

Our compliments and complaints management policy and procedure can be found at housing.qld.gov.au/contact/complaints-compliments



Australian Government



Queensland
Government