Guideline 3: Claims and eligibility for relief and recovery activities (Category A) and counter disaster operations (CDO -Category A & B)

Victorian

Disaster Recovery Funding Arrangements

**Updated July 2024**

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# Glossary of Terms

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| Terms | Description |
| Administering Authority | The Administering Authority for the DRFA in Victoria is Emergency Recovery Victoria within the Department of Justice and Community Safety (DJCS). DJCS serves as the single point of contact with the Australian Government and oversees the implementation of the DRFA across state agencies and local council. |
| Allowable time limits | Prescribed timeframes under the DRFA including, but not limited to, the following activities:   * Notification of the Australian Government of a disaster event * Completion of early relief and recovery activities and counter disaster operations and period to incur eligible expenditure |
| Assessing Authority | The Assessing Authority assesses claims on behalf of the Administering Authority. The appointed Assessing Authority is the Department of Transport and Planning. |
| Counter disaster operations | Activities undertaken by the state in response to the occurrence of a disaster event to protect a community from the impacts of the disaster event |
| Day Labour | The use of a Delivery Agency’s own plant, equipment or resources to undertake DRFA Category B Emergency Works, Immediate Reconstruction Works and Reconstruction of Essential Public Assets (REPA aka certified estimates). The key components of Day Labour are plant, labour, and materials where internally supplied.  Day labour is not eligible for expenditure associated with Category A Early relief and recovery activities and Category B Counter Disaster Operations and accordingly, is deemed to be ineligible expenditure. |
| Disaster event activation | Under the DRFA, for an event to be activated, the following conditions must be satisfied:   * Meets the definition of a natural disaster or terrorist event and eligible disaster; and * Has impacted an eligible undertaking. |
| Delivery Agency | A State or Local Government agency responsible for delivering early relief, recovery, counter disaster operations, or emergency or reconstruction works to restore an asset post-disaster. |
| Eligible disaster | A natural disaster or terrorist act for which:   * a coordinated multi-agency response was required, and * state expenditure exceeds or is expected to exceed the small disaster criterion of $240,000 for an individual or cluster of bushfires in adjoining local government areas. For all other disasters (including floods and storms), the one small disaster criterion applies across the whole State. |
| Date of Access | For the purposes of determining when the three-month time frame for completing emergency and immediate works starts and finishes, an essential public asset is considered to be ‘accessible’ from the time when:   * the disaster is no longer occurring (e.g. flood waters have receded, or a bushfire is out/under control) and the site of the damaged asset can be safely accessed by reconstruction workers; or * the Delivery Agency has capacity to undertake the required restoration works. In this situation, the Delivery Agency must be able to demonstrate they have made a reasonable attempt to undertake works as soon as the disaster was no longer occurring (as per the point above) but was not able to complete the works because of: * competing reconstruction priorities associated with a significant program of works caused by a severe disaster or multiple disasters, or * the unavailability of specialised equipment/resources.   Refer to Guideline 1 for further advice. |
| Eligible measure | A relief or recovery assistance measure specified in these arrangements, or a cost to the state under clause 8.1 of these arrangements. |
| Eligible undertaking | A body that:   * is one of the following:   + a department or other agency of a *state* government, or   + established by or under *state* legislation for public purposes (for example, a local council), and * in the operation of the asset provides services free of charge or at a rate that is 50 per cent or less of the cost to provide those services. |
| Emergency works | Urgent activities necessary following an eligible disaster to temporarily restore an essential public asset to enable it to operate/be operated at an acceptable level of efficiency to support the immediate recovery of a community, and take place:   * prior to the state commencing essential public asset reconstruction works in accordance with these arrangements, or * prior to or at the same time as immediate reconstruction works and where no essential public asset reconstruction works are required.   Refer to Guideline 1 for further advice. |
| Essential public asset | A transport or public infrastructure asset of an eligible undertaking which, the state considers, and the Australian Government agrees, is a necessary part of a state’s infrastructure and is integral to the normal functioning of a community.  Refer to Guideline 1 for further advice. |
| Estimated reconstruction costs | The estimated cost of reconstruction of an essential public asset damaged by an eligible disaster and calculated in accordance with these arrangements.  Refer to Guideline 1 for further advice. |
| Extensions to allowable time limits | Extensions to prescribed timeframes under special/ extenuating circumstances to maintain eligibility of a claim under the DRFA |
| Immediate reconstruction works | Immediate reconstruction activities following an eligible disaster to fully reconstruct an essential public asset, and where no essential public asset reconstruction works are required.  Refer to Guideline 1 for further advice. |
| Ineligible works | Works that are not eligible for claiming under the DRFA arrangements |
| Investigative techniques | Investigative techniques (for example, geotechnical testing) are considered eligible for funding, where it is evident that an asset has been directly damaged by an eligible disaster, and the investigative techniques are used as part of the reconstruction works (for example, to determine the extent of that damage and/or identify the reconstruction option).  investigative techniques (such as destructive testing of a road, falling weight deflectometer, pavement roughness testing or road laser survey) used to prove the existence of damage or the cause of damage to an asset are considered to be ineligible. |
| Natural disasters | According to the DRFA, a natural disaster is one, or a combination of the following rapid onset events: Bushfire, earthquake, flood, storm, cyclone, storm surge, landslide, tsunami, meteorite strike or tornado. |
| Pre-disaster condition | Condition of an eligible asset prior to the occurrence of the disaster event |
| Post-disaster condition | Condition of an eligible asset in the aftermath of a disaster event occurring |
| Reconstruction | The restoration or replacement of an essential public asset.  Refer to Guideline 1 for further advice. |
| Responsible agency | The agency who is responsible for undertaking the activity as prescribed under the DRFA. |
| Small disaster criterion | For the purposes of these arrangements, the amount of $240 000 or an amount as published by the National Resilience and Recovery Agency. |
| Terrorist act | An action or a series of actions committed in Australia which the Minister has determined is a terrorist act for the purposes of an eligible disaster under these arrangements.  Without limiting the matters to which the Minister may have regard in determining whether the action or series of actions is a terrorist act, the Minister may have regard to:   * the definition of a terrorist act under section 100.1 of the Criminal Code Act 1995, and * if available, the advice of other Australian agencies.   In the event of one or more acts, the Minister may determine two or more related acts to be a single terrorist act. |

# Introduction

Victoria's Natural Disaster Financial Assistance (NDFA) scheme is available to Delivery Agencies including local councils and Catchment Management Authorities (CMAs), to relieve some of the financial burden that may be experienced following a disaster, in accordance with the [Australian Government’s Disaster Recovery Funding Arrangements (DRFA)](https://www.disasterassist.gov.au/Documents/Natural-Disaster-Relief-and-Recovery-Arrangements/disaster-recovery-funding-arrangements-2018.pdf). The DRFA is a cost sharing arrangement with states and territories. The DRFA will not cover all the costs that will arise following a disaster event.

The Victorian Government provides reimbursements from the scheme as eligible claims are submitted. At the end of the financial year an acquittal is submitted to the Australian Government seeking a cost sharing contribution reimbursement.

## Purpose

The purpose of this guideline is to document the eligibility framework and claims process for impacted Delivery Agencies within Victoria, in seeking reimbursement associated with the provision of relief and recovery activities.

This guideline is aligned to the DRFA Determination and guidelines issued by the Australian Government and has been developed to enable Delivery Agencies to lodge valid claims. Delivery Agencies should also refer to Guideline 1 for advice on emergency works, immediate reconstruction works and the reconstruction of essential public assets.

## Scope

This guideline applies to:

* early relief and recovery activities, and Relief and Recovery Centres under Category A; and
* counter disaster operations undertaken to provide direct assistance to, and in the protection of, individuals or the general public, immediately before, during and in the immediate aftermath of a disaster under Categories A and B including Municipal Emergency Coordination Centres (MECCs).

This guideline also references tools, forms, and templates to be used by Delivery Agencies to ensure the provision of appropriate information required by the State and Australian Government to assess the claims.

This guideline does not supplant the provision of relief and recovery activities expected to be provided by State agencies and local government, under the Victorian State Emergency Management Plan (SEMP).

## Definition of eligible undertaking

An eligible undertaking (referred to as a ‘Delivery Agency’ in these guidelines) is either one of the following:

* a department or other agency of the State government; or
* a body established by or under State legislation for public purposes (for example, a local council or Catchment Management Authority (CMA)).

## Administering and Assessing Authorities

The Administering Authority for the DRFA in Victoria is Emergency Recovery Victoria within the Department of Justice and Community Safety (DJCS). The Administering Authority serves as the single point of contact with the Australian Government for eligibility advice under Categories A and B, assignment of an assessor and oversees the implementation of the DRFA across state agencies, local councils, and CMAs.

The Assessing Authority for assessing claims for expenditure with relief and recovery expenditure and counter disaster operations is the Department of Transport and Planning. The Delivery Agency is to work with the assigned Assessor in the preparation of the claim. The Assessing Authority’s role is to examine the claim and make a recommendation to the Administering Authority.

## Eligible measures activation

Under the DRFA, for eligible measures to be activated, the following conditions must be satisfied. Specifically, the event must:

* meet the definition of a natural disaster or terrorist event; and
* have impacted an eligible undertaking.

A natural disaster is one, or a combination of, the following rapid onset events:

* bushfire;
* earthquake;
* flood;
* storm;
* cyclone;
* storm surge;
* landslide;
* tsunami;
* meteorite strike; or
* tornado.

An eligible disaster is one for which:

* a coordinated multi-agency response was required; or
* State eligible expenditure exceeds or expected to exceed the small disaster criterion of $240,000 for an individual or cluster of bushfires in adjoining local government areas. For all other disaster events including storms and floods, the one small disaster criterion applies across the whole State.

When an eligible event is declared, specific DRFA assistance measures are activated within affected local government areas.

Further information regarding the NDFA can also be found at the following link: https://www.vic.gov.au/disaster-recovery-funding-arrangements.

## The high-level process steps to be followed once a disaster occurs.

**Step 1: A disaster occurs**

A **Delivery Agency** is required to advise the **Administering Authority** within **five working days** of being impacted by an eligible disaster event by filling out a Notification of Event form via the following website link:

https://vicndfa.lightning.force.com/lightning/r/PublicSector\_\_EmergencyRequest\_\_c/a0a9g000000LjvHAAS/view?ws=%2Flightning%2Fr%2FDisaster\_Event\_\_c%2Fa0n9g000000HSFKAA4%2Fview.

The Notification of Event [process](file:///\\PBURFSINT151.dojvic.justice.vic.gov.au\ESPSData\NDFA\NDFA%20Working%20Documents%20for%20DTF%20Website\2023\June\Guideline%20update%20for%20new%20CMS\process) is completed via the CMS under the Notify of Event tab.

Should assistance be required, the Delivery Agency should contact [ndfa@justice.vic.gov.au.](mailto:ndfa@justice.vic.gov.au.)

**Step 2: If the small disaster criterion is met, confirmation of the DRFA event will be provided**

The Administering Authority will then issue a notification of event acknowledgement letter.

The Administering Authority coordinates advice for each disaster, including identifying impacted local council areas and eligible measures to be activated. The information is submitted to the Australian Government. Where the event is deemed eligible under the DRFA, details of the event and available relief and recovery measures are listed in the into the Administering Authority’s online portal, the Claims Management System (CMS) via the following website link:

<https://vicndfa.lightning.force.com/lightning/r/PublicSector__EmergencyRequest__c/a0a9g000000LjvHAAS/view?ws=%2Flightning%2Fr%2FDisaster_Event__c%2Fa0n9g000000HSFKAA4%2Fview>

A high-level overview of the process is outlined on the website at https://www.vic.gov.au/disaster-recovery-funding-arrangements.

Upon receiving an Australian Government Reference Number (AGRN) for the eligible event, a terms of funding agreement letter will also be issued for early relief and recovery activities.

For events that do not meet the DRFA small disaster criterion and are therefore not notified to the Australian, Delivery Agencies are required to incur the first $100,000 in eligible expenditure prior to receiving assistance under Victoria’s NDFA Scheme. The Delivery Agency is required to comply fully with the DRFA process and complete all relevant forms and provide supporting documentation to seek reimbursement under the NDFA.

**Step 3: Outline of the information required to complete a fully compliant DRFA claim including the Guidelines and Fact Sheets**

Following successful activation of the eligible measures, the Delivery Agency enters the event information into the Administering Authority’s online portal, CMS. Information entered includes; details on the event, including initial estimates per expenditure category, by financial year.

**Step 4: How a fully compliant DRFA claim is finalised**

Information regarding the NDFA and full DRFA process can also be found at the website: https://www.vic.gov.au/disaster-recovery-funding-arrangements.

Delivery Agencies are required to read the DRFA guidelines before preparing a claim and devote appropriate resources in the preparation of the claim. Please work with the assigned assessor throughout the claim and claims are to be lodged as the expenditure is incurred throughout the financial year. All claims lodged in the CMS are to be exclusive of Goods and Services Tax (GST)

## Insurance

Where a Delivery Agency has an existing insurance policy in place to assist with relief and recovery activities at the time of the disaster event, funding to cover these activities resulting from an eligible disaster event must be claimed from these insurance policies.

# Category A – emergency assistance to individuals and households

The DRFA has eight sub-categories of disaster assistance under Category A for the provision of emergency assistance to individuals and households, which are available to the State to activate, subject to the severity and nature of the disaster event. Only five of the sub-categories are associated with the provision of eligible assistance by impacted local councils in Victoria and therefore, included in this Guideline as follows:

* **DRFA Clause 4.2.2 (a)** Emergency food, clothing, or temporary accommodation;
* **DRFA Clause 4.2.2 (e)** Removal of debris from residential properties to make them safe and habitable;
* **DRFA Clause 4.2.2 (f)** Extraordinary counter disaster operations for the benefit of an affected individual;
* **DRFA Clause 4.2.2 (g)** Personal and financial counselling.

In addition, **DRFA Clause 4.3.2 (a)** Counter Disaster Operations for the protection of the general public under Category B has been included in this Guideline.

## DRFA Clause 4.2.2 (a) Emergency food, clothing, or temporary accommodation

Some costs which are associated with the provision of emergency food, clothing, or temporary accommodation are eligible for reimbursement. This measure is intended to help individuals who have been directly affected by an eligible disaster and are unable to meet their immediate emergency needs.

Examples of costs eligible are provided in [*Tip Sheet 1: Examples of relief and recovery activities (Category A) and counter disaster operations (CDO) – (Category A & B)*](https://www.emv.vic.gov.au/how-we-help/disaster-recovery-funding-arrangements-drfa/disaster-recovery-funding-arrangements-drfa-claims/victorian-drfa-tip-sheet-1-category-a-relief-and-recovery-centres-and-temporary) and include those associated with the provision of basic emergency assistance:

* The establishment and operation of relief (also referred to as evacuation centres under the DRFA) and/or recovery centres;
* Food/basic medical supplies/basic emergency clothing drops to isolated individuals and food provided at an evacuation centre; and
* The provision of emergency accommodation/shelter such as short-term accommodation at an evacuation centre or through a service provider, including a hotel.

## DRFA Clause 4.2.2 (e) Removal of debris from residential properties to make them safe and habitable

Some costs which are associated with the removal of debris from residential properties to make them safe and habitable and therefore, preventing displacement, are eligible for reimbursement. The only exception to this is if a residential property, such as a holiday home, is damaged and there is hazardous waste (such as asbestos) on that property, which is preventing other residents from returning to their principal place of residence.

This measure is not intended to cover non-essential debris removal activities occurring beyond the immediate vicinity of a residential property (i.e. the residential block), therefore debris located beyond the immediate vicinity of a residential property is ineligible, unless it can be demonstrated that it has been removed initially from the immediate vicinity of a residential property. For rural properties, the residential component is the area clearly identifiable as residential and not used for farming purposes (i.e. residential premises and immediate surroundings).

Examples of costs eligible are provided in [*Tip Sheet 2: Removal of debris from residential properties to make them safe and habitable – (Category A)*](https://www.emv.vic.gov.au/how-we-help/disaster-recovery-funding-arrangements-drfa/disaster-recovery-funding-arrangements-drfa-claims/victorian-drfa-tip-sheet-2-category-a-removal-of-debris-on-residential-properties)*.*

## DRFA Clause 4.2.2 (f) Counter Disaster Operations

Some costs which are associated with the undertaking of counter disaster operations (CDO) are eligible for reimbursement. This measure is intended to provide assistance to individuals who are under threat from, or who have been directly affected by, an eligible disaster.

Eligible CDO activities must be intended to reduce the need for other forms of assistance under the arrangements.

In order for Delivery Agencies to claim costs for CDO, they must be able to demonstrate that the costs are extraordinary, relate to eligible counter disaster operations activities and that they have been required to engage additional personal to undertake these activities.

Examples of costs eligible are provided in [*Tip Sheet 3: Examples of Counter Disaster Operations (Category A)*](https://www.emv.vic.gov.au/how-we-help/disaster-recovery-funding-arrangements-drfa/disaster-recovery-funding-arrangements-drfa-claims/victorian-drfa-tip-sheet-3-category-a-counter-disaster-operations)*.*

Generally, counter disaster operations activities under Category A are undertaken with the intent of protecting residential properties from an eligible disaster and ensure affected residents can return home.

## DRFA Clause 4.2.2 (g) Personal and Financial Counselling

Some costs associated with the provision of financial counselling and psychological first aid to disaster affected individuals in the immediate aftermath of a disaster are eligible for reimbursement. This measure is intended to help individuals who are suffering personal hardship and distress as a direct result of an eligible disaster by providing them with personal and financial counselling in the immediate aftermath of the eligible disaster.

Examples of costs and activities eligible are provided in [*Tip Sheet 4: Examples of Personal & Financial Counselling – (Category A)*](https://www.emv.vic.gov.au/how-we-help/disaster-recovery-funding-arrangements-drfa/disaster-recovery-funding-arrangements-drfa-claims/victorian-drfa-tip-sheet-4-category-a-personal-financial-counselling).

## DRFA Clause 4.3.2 (a) Counter Disaster Operations for the protection of the general public – Category B

Some costs which are associated with the undertaking of counter disaster operations (CDO) are eligible for reimbursement.

Eligible CDO activities must be intended to reduce the need for other forms of assistance under the arrangements. In order for Delivery Agencies to claim costs for CDO, they must be able to demonstrate that the costs are extraordinary, relate to eligible counter disaster operations activities and that they have been required to engage additional personal to undertake these activities.

Generally, counter disaster operations activities under Category B are undertaken with the intent of protecting the general public and ensuring public health and safety in public areas i.e. the community (as a whole) will benefit from the activity being undertaken.

Examples of costs eligible are provided in [*Tip Sheet 5: Examples of Counter Disaster Operations (Category B)*](https://www.emv.vic.gov.au/how-we-help/disaster-recovery-funding-arrangements-drfa/disaster-recovery-funding-arrangements-drfa-claims/victorian-drfa-tip-sheet-5-category-b-counter-disaster-operations)*.*

# Claims relating to salaries and wages

## Day labour

Day labour is not eligible for expenditure associated with **Category** **A early relief and recovery activities and Category B – Counter Disaster Operations** and accordingly, is deemed to be ineligible expenditure.

Refer to ***Tip Sheet 12*** for advice on the eligibility of day labour costs for Category A early relief and recovery activities and Category B – CDO including the following:

* Additional temporary employees engaged;
* Backfilling of those employees seconded to undertake the eligible activities;
* Overtime costs of Delivery Agency employees;
* Travel costs, Allowances and Accommodation expenses; and the
* Use of other Delivery Agency/ies staff to assist with relief and recovery activities.

# Claims process and acquittal and completion requirements

For eligible early relief and recovery and counter disaster activities under the DRFA, Delivery Agencies in Victoria will be reimbursed by the State through the Administering Authority on actual expenditure.

Delivery Agencies should refer to the:

* individual [*Tip Sheets* 1 – 5 on Category A and Category B CDO](https://www.emv.vic.gov.au/how-we-help/disaster-recovery-funding-arrangements-drfa/disaster-recovery-funding-arrangements-drfa-claims/disaster-recovery-funding-arrangements-guidelines-and-forms) for advice on how to seek reimbursement on eligible expenditure associated with Category A and Category B Counter disaster operations including funding contributions, the allowable time period, requests for an extension of time if required and the supporting documentation required for each claim type;
* [*How To Sheet 1: Best Practice Examples – Category A and B CDO*](https://www.emv.vic.gov.au/how-we-help/disaster-recovery-funding-arrangements-drfa/disaster-recovery-funding-arrangements-drfa-claims/victorian-drfa-how-to-sheet-1-category-a-b-cdo-best-practice-examples)which provides best practice examples on claim forms, general ledger and invoices for Category A and B CDO expenditure; and the
* Frequently Asked Questions for the [June 2021 storm and flood event (AGRN 969)](https://www.emv.vic.gov.au/how-we-help/disaster-recovery-funding-arrangements-drfa/disaster-recovery-funding-arrangements-drfa-claims/frequently-asked-questions-june-2021-storm-and-flood-event-agrn-969), [Victorian Floods commencing 06 October 2022 (AGRN 1037)](https://www.emv.vic.gov.au/how-we-help/disaster-recovery-funding-arrangements-drfa/disaster-recovery-funding-arrangements-drfa-claims/frequently-asked-questions-victorian-floods-commencing-06-october-2022-agrn-1037), [Victorian Bushfires and Storms commencing 13 February 2024 (AGRN 1108)](https://www.emv.vic.gov.au/how-we-help/disaster-recovery-funding-arrangements-drfa/disaster-recovery-funding-arrangements-drfa-claims/frequently-asked-questions-victorian-bushfires-and-storms-commencing-13-february-2024-agrn).

All claims are required to be lodged regularly throughout the financial year in which the expenditure is incurred. The Assessing Authority will consult with the Delivery Agency to ensure all available information has been appropriately considered as part of the final claim.

All acquitted claims may be subject to further review by the State and Australian appointed auditors.

**All supporting documents submitted are to be structured and cross referenced to allow third party verification. This will facilitate the timely processing of claims and the State and Australian audit review process.**

# Document retention

The Delivery Agency must keep an accurate audit trail for seven years from the end of each financial year in which expenditure is claimed or until such time as the claims are subject to audit by the State and Australian appointed auditors. This must include written records that correctly record and explain the Delivery Agency’s expenditure claimed for all eligible measures.

The Delivery Agency must make available within two weeks all relevant documentation requested by the Assessing Authority or Administering Authority.

* administrative data and documentation that may include (but is not limited to) contract or work orders, timesheets, news articles, email correspondence, funding approval letters, minutes of meetings;
* financial data and documentation that may include (but is not limited to) tax and/or financial statements, cost-benefit analyses, transaction listings used to reconcile invoices, annual reports, proposals and invoices; and
* grant data and documentation that may include (but is not limited to) grant applications and Further information

For further information, refer to the Victorian DRFA Claims and eligibility documentation as listed in Appendix A: Guideline 3 Claims and eligibility standard forms and templates.

# Document information

## Document details

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| --- | --- |
| Criteria | Details |
| TRIM ID: |  |
| Document title: | Victorian DRFA Guideline 2: Claims and eligibility Categories A & B CDO |
| Document owner: | Emergency Recovery Victoria/ DJCS |

## Version control

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| --- | --- | --- | --- |
| Version | Date | Description | Author |
| V1.0 | 29.02.24 | New Guideline developed for Category A and Category B CDO |  |
| V2.0 | 14.04.04 | Update to include reference of the Frequently Asked Questions on the website (Page 14) |  |
| V3.0 | 25.07.24 | Update to remove references to day labour following the creation of the new Tip Sheet 12 for Category A early relief and recovery activities and Category B CDO. |  |

## Reference material

|  |  |  |
| --- | --- | --- |
| Bibliography | Author | TRIM ID/location |
| [Disaster Recovery Funding Arrangements 2018](https://www.disasterassist.gov.au/Documents/Natural-Disaster-Relief-and-Recovery-Arrangements/disaster-recovery-funding-arrangements-2018.pdf) | The Australian Government |  |

## Acronyms

|  |  |
| --- | --- |
| Acronyms | Description |
| CMS | Claims Management System |
| CMA | Catchment Management Authority |
| DEECA | Department of Energy, Environment and Climate Action |
| DJCS | Department of Justice and Community Safety |
| DTP | Department of Transport and Planning |
| DRFA | Disaster Recovery Funding Arrangements |
| ERV | Emergency Recovery Victoria |
| EPA | Essential Public Asset |
| ITR | Independent Technical Review |
| LGA | Local Government Authority |
| OH&S | Occupational Health and Safety |
| REPA | Reconstruction of Essential Public Assets |
| VAGO | Victorian Auditor-General’s Office |
| VMIA | Victorian Managed Insurance Authority |

# Appendix A: Guideline 3 Claims and eligibility standard forms and templates

|  |  |  |
| --- | --- | --- |
| Item | Description | Form/ Doc ID |
| 1 | Victorian DRFA Guideline 3 - Claims and eligibility for early relief and recovery activities and counter disaster operations (Category A, C and D) | [GL-3](https://www.emv.vic.gov.au/how-we-help/disaster-recovery-funding-arrangements-drfa/disaster-recovery-funding-arrangements-drfa-claims/victorian-drfa-guideline-3-claims-and-eligibility-for-early-relief-and-recovery-activities) |
| 2 | Victorian DRFA Claim Form A – Relief and Recovery and/or Counter Disaster Operations | [V Form A- Relief Recovery](https://www.emv.vic.gov.au/how-we-help/disaster-recovery-funding-arrangements-drfa/disaster-recovery-funding-arrangements-drfa-claims/fd-victorian-drfa-claim-forms-a-dec2-relief-and-recovery-expenditure) or [V Form A2-CDO](https://www.emv.vic.gov.au/how-we-help/disaster-recovery-funding-arrangements-drfa/disaster-recovery-funding-arrangements-drfa-claims/fd-victorian-drfa-claim-forms-a2-dec2-counter-disaster-operations) |
| 3 | Victorian DRFA Claim Form D - Claim lodgement declaration | V Form-D-DEC (2) |