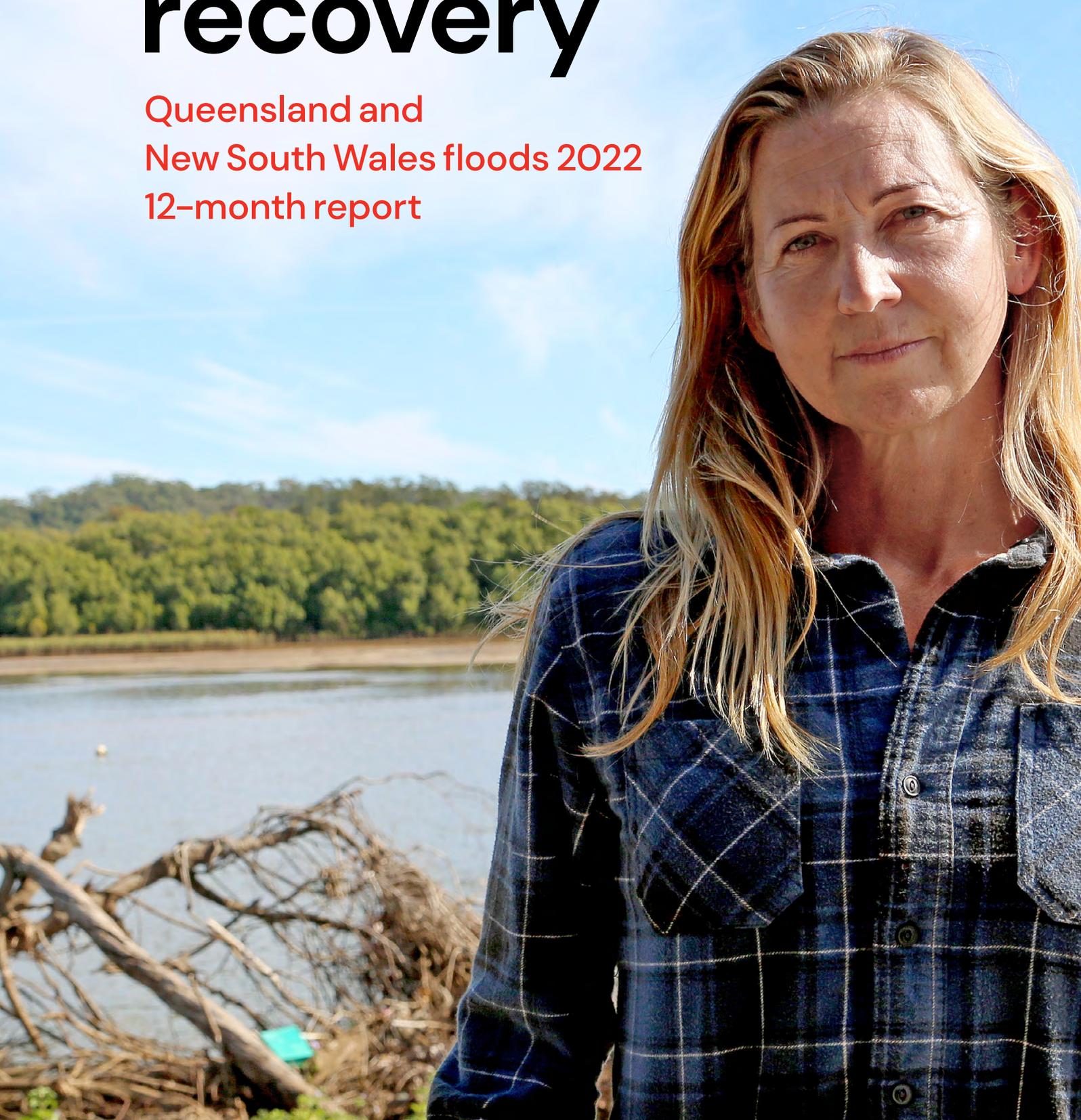
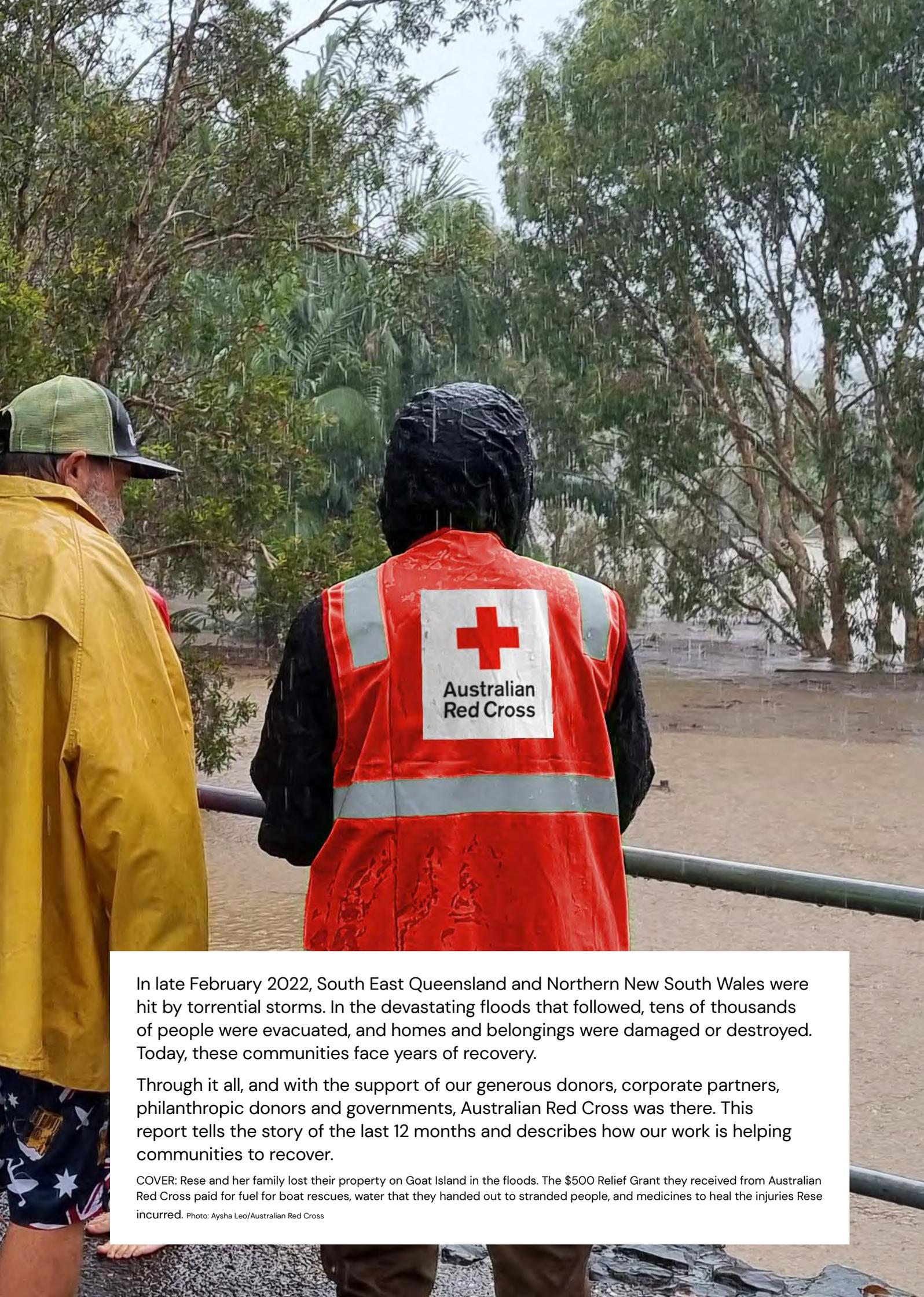


The road to recovery

Queensland and
New South Wales floods 2022
12-month report





In late February 2022, South East Queensland and Northern New South Wales were hit by torrential storms. In the devastating floods that followed, tens of thousands of people were evacuated, and homes and belongings were damaged or destroyed. Today, these communities face years of recovery.

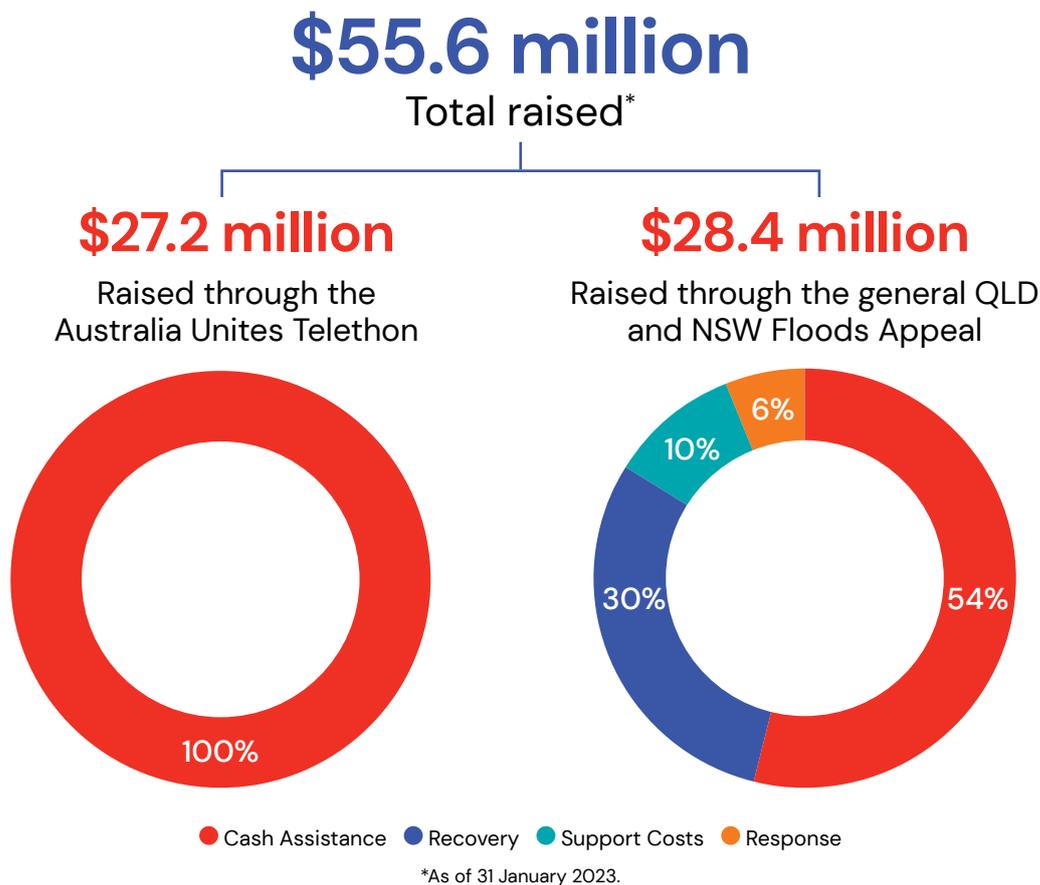
Through it all, and with the support of our generous donors, corporate partners, philanthropic donors and governments, Australian Red Cross was there. This report tells the story of the last 12 months and describes how our work is helping communities to recover.

COVER: Rese and her family lost their property on Goat Island in the floods. The \$500 Relief Grant they received from Australian Red Cross paid for fuel for boat rescues, water that they handed out to stranded people, and medicines to heal the injuries Rese incurred. Photo: Aysha Leo/Australian Red Cross

Support from the Australian community

For more than 100 years, Australian Red Cross has been helping people in Australia respond to, recover from and prepare for disasters and other emergencies. Our dedicated staff, members and volunteers are located across Australia and work within and alongside communities throughout the disaster journey.

In the aftermath of the Queensland (QLD) and New South Wales (NSW) floods, as well as responding on the ground, in local communities, Australian Red Cross launched the Australia Unites Telethon and the QLD and NSW Floods Appeal to raise funds for impacted communities. Australia responded: individuals and communities, businesses, government agencies, and media outlets, including Channel 7, Channel 9 and Channel 10, came together to raise an incredible \$55.6 million that provided immediate financial relief and is now supporting long-term flood recovery efforts.



Cash Assistance

Grants to provide immediate financial relief following the emergency.

Recovery

Psychosocial support in recovery hubs, support and training for local councils, community organisations and community leaders.

Response

Psychosocial support in evacuation centres and outreach, registration service and immediate relief support.

Support Costs

Essential support required to make our work possible, including systems, field teams, operations and infrastructure.

04 Red Cross emergency response

In the immediate aftermath of the floods, trained Australian Red Cross emergency response staff and volunteers deployed to impacted areas. They remained on continuous rotation, delivering 24/7 psychosocial support to communities through evacuation centres, relief centres and outreach services.

Our response in numbers



715

Red Cross emergency response team members and volunteers involved



42,275

People assisted, including **18,775** from QLD and **23,500** from NSW



7,120

Registrations, **1,757** inquiries and **98** matches through Register.Find.Reunite



In **Queensland**, Red Cross teams supported in over 20 evacuation centres and 24 recovery hubs and outreach locations



In **New South Wales**, Red Cross teams supported in over 35 evacuation centres and 24 recovery hubs across impacted areas

Essential cash assistance to help get families back on their feet

Cash assistance is an important and effective way of providing humanitarian and financial assistance following a disaster. It gives people the freedom, dignity and independence to choose their own recovery needs.

In response to the QLD and NSW floods, Australian Red Cross allocated \$42.6 million in cash grants for people directly impacted by the floods, including the \$27.2 million raised through the Australia Unites Telethon. These grants were distributed in three key stages of activity:

- **Stage 1:** Bereavement Grants and Relief Grants (18 March–21 April 2022)
- **Stage 2:** Discretionary Financial Hardship Grants (26 July–27 September 2022)
- **Stage 3:** Flood Relief Additional Support Grants (October–November 2022)

Stage 1: Bereavement and Relief Grants

Bereavement Grants

These grants provided \$20,000 in cash assistance for senior next-of-kin who lost a loved one in the floods and who were experiencing immediate financial hardship (funeral costs and other related expenses).



29

Bereavement Grants paid

Total value \$580,000

Relief Grants

Relief Grants were made available for households where people were experiencing financial hardship as a result of flood impacts to their primary place of residence. Each grant was worth \$500.



67,058

Relief Grants paid

Total value \$33,529,000



Photo: Susan Cullinan/Australian Red Cross.

Australian Red Cross teams provide support in Ipswich and Logan evacuation centres.

Stage 2: Discretionary Financial Hardship Flood Grants

The Discretionary Financial Hardship Flood Grants provided up to \$1,500 to households experiencing ongoing financial hardship as a result of the floods. These grants were facilitated by our Australian Red Cross recovery teams on the ground and other support agencies already working with impacted communities.



2,306

Discretionary Financial Hardship Flood Grants paid

Total value \$2,803,000

Stage 3: Flood Relief Additional Support Grants

After processing all eligible Discretionary Financial Hardship Flood Grants applications, funds remained due to a number of ineligible and incomplete applications.

In recognition of the challenges facing residents in flood-affected areas, and to ensure remaining funds were distributed quickly and efficiently, Australian Red Cross established the Flood Relief Additional Support Grant. These \$80 grants were made available to previous recipients of Flood Relief Grants and Discretionary Financial Hardship Flood Grants. Payments were made on an automatic rolling basis from October–November 2022.



63,343

Flood Relief Additional Support Grants paid

Total value \$5,067,440

Whilst our grants program is now closed, the remaining funds from ineligible applications and unclaimed payments have been allocated to our recovery program (approx. \$700,000). This ensures Australian Red Cross is supporting individuals and communities in the long term.



Total funds distributed

\$41.9 million



Flooding in Maryborough damaged the ground floor of Vanessa Higham's home. She received a Discretionary Financial Hardship Grant to cover some of her repair costs, and she's also received ongoing support from her local Red Cross project officer.

"We're near the Mary River, which is notorious for flooding in this town. The first flood, I was very lucky. The second flood, I couldn't get any help to get sandbagged, because it was so fast."

"For what the Red Cross has done for people, we are lucky to live in Australia, honestly. Who else gets this type of support?"



I cannot thank you all enough. I'm beyond grateful. Thank you so much from my three children and myself."

- Kirsten



It's hard to describe the overwhelming sense of gratitude from everyone who has helped us in the past six weeks. We are very grateful for your support."

- Julie



Photo: Australian Red Cross.

In Byrrill Creek, NSW, the community is working together to clean up and rebuild.

Communities in New South Wales and Queensland have experienced major overlapping disasters over the last three years, and many now face years of recovery. Red Cross continues to stand alongside them, committing \$9.3 million (which includes remaining funds from the grants program) to a three-year recovery program that began in mid-May 2022.

The QLD/NSW recovery program provides a long-term commitment to psychosocial support for individuals and families. It will also enable support and training for local councils, community organisations and community leaders who are pivotal to effective recovery efforts.

“ Thank you, Red Cross. Every dollar helps get us back in our home. We do appreciate your very welcome assistance.”

– Kay

“ Thank you for the additional assistance. For me, it's not the dollar amount but the thought that counts.”

– Steve

08 Putting people first on the long road to recovery

Since May 2022, we have delivered:



one-to-one support, workshops, and training for **2,852 people**



information and community engagement opportunities for **24,246 people**



Psychological First Aid, Farm First Aid, Recovery Basics, Disaster Preparedness and Communicating in Recovery training for **1,079** local government and community stakeholders



disaster resilience education for more than **1,000 people**

As a humanitarian organisation, Australian Red Cross places people at the centre of all our work. We see the social and psychological impacts of emergencies as the fundamental elements of disaster recovery – without people, there is no community to recover.

Disasters have wide-ranging, complex impacts on individuals, households and communities. In addition to loss of life, injury and physical destruction, disasters can impact upon all aspects of wellbeing, quality of life and community connectedness. Impacts on the social aspects of life include disruption and changes to your day to day life, relationships, and community. This can be simple, everyday things through to the loss of your support and communication networks around you.

The disruption to services and people's lives that occurs as a result of the disaster and during recovery impacts people's roles, routines and assumptions. It also disrupts everyday activities, as well as plans and goals for the future. This adds to people's sense of powerlessness during recovery as an ability to plan helps people gain a sense of control over their lives.

Australian Red Cross's recovery work aims to foster and develop social networks and relationships in communities to support sustainable community

recovery. Our recovery program works to reduce the psychosocial impacts of disaster on people and communities by recognising the varied, complex and long-term impacts that disasters and other crises have on people's lives, including their health and wellbeing, quality of life and social connections.

Features of our recovery programs include:

- community outreach to assess where and what the need is, support coordination of recovery services and help people access other supports
- psychosocial support via inclusive and empowering outreach activities, community events, and training. These programs are designed for people and communities, with an emphasis on those who may be vulnerable or isolated, as well as for groups and agencies involved in recovery
- capacity building via the provision of information and recovery and preparedness education and training
- community-led recovery activities that are supported by community leaders
- community data collection to understand the sort of help people need.



Photo: Meira Thompson.

Fleur Creed and her husband Ron had been in Dallarnil for less than a week when the floods destroyed their home. A year later, their local Red Cross team is still there on the ground with them, supporting them as they move forward.



One of the things that I have felt about the Red Cross is that they're the one agency that has really stayed with us ... they have remained in contact with us, checking that we're okay, right through, all the time."

Essential support costs

09



Photo: Australian Red Cross

Jan and Ian from West Ballina lost their belongings when the first floor of their home flooded. Red Cross helped save some of their precious items and supported them in the evacuation centre.

A small portion of funds raised through our appeals are used to cover the cost of essential support costs — that is, the infrastructure and activities that underpin our work. At Australian Red Cross, this includes the day-to-day running of things like IT systems, fraud prevention activities, fundraising, and bank and platform fees. These funds also support the operations of our field teams who spread the word about assistance programs in communities where people need help and our dedicated cash assistance team who process the grant applications.

We're committed to keeping our support costs as low as possible to ensure that the bulk of our appeal funds go directly into the hands of people in need.

Maximising the impact of the flood appeal

With pro-bono support from our generous corporate partners, we were able to cover the administration costs of the Australian Unites Telethon appeal in their entirety. As a result, 100% of funds raised through the Telethon were transformed into our immediate relief cash grants program.

For the QLD and NSW Floods Appeal, 90% of the funds raised went towards cash grants, recovery and response activities, with 10 cents of every dollar retained to cover essential support costs. Any interest earned on donations was invested back into the appeal.

10 Thank you

The achievements outlined in this report were only made possible by our dedicated community of supporters. Australian Red Cross thanks everyone who has played a part in caring for the people and communities impacted by these devastating floods.

Donors

From little ones who gave hard-earned pocket money to students, families and businesses around the country who rallied to give generously: thank you. We would particularly like to acknowledge our major donors, who consistently go above and beyond to support our humanitarian work both in Australia and overseas.

Corporate partners

We are grateful for our remarkable corporate partners who supported the Australia Unites Telethon and the QLD and NSW Floods Appeal:

7Eleven

Activate8Me

AFL Players Assoc

AIA

AlSCO

Amazon Australia

American Express

Anglo American

AON

Australia Post

Australian Unity Foundation

Australian Venue Co

Baby Bunting

Bakers Delight

Beacon Lighting and
Beacon Trade

Bedshed

Belong

BHP Foundation

BP Australia

BUPA

Case IH

Cash Converters

CBA

Chevron Australia

Citi Group

City of Sydney

Coles

Collier Charitable Fund

Costco

Cotton On

Credit Suisse

Decjuba

Diageo

Entain

Essilor Luxottica

Estée Lauder

Fantastic Furniture

Frasers Property

Freedom Furniture

Fulton Hogan

General Mills Foundation

Godfreys

Great Southern Bank

Greens General Foods

GSK

H&M

Harvey Norman

HBF

Hopper Group of Companies

Hyundai Motors Australia

IAG

Inspired Built Pty Ltd

Isuzu Ute

ITV Studios

Jaguar Land Rover Australia

KPMG

Laing O'Rourke

Lendlease

Manildra

Maxxia

Mazda Foundation

McDonalds



McDonalds Australia	Red Energy	Tank
Mercedes-Benz	Rio Tinto	Techtronic Industries
Minderoo Foundation	Ronald Geoffrey Arnott Foundation	Telstra
Mitsubishi	Shell	The Coca-Cola Foundation
Mitsubishi Development	Solo Resource	The Lott
Mitsul	Solo Resource Recovery	The Simpson Foundation
MUFG Bank	Solotel Group	TikTok
New Holland	South 32	TimeSpan
New Zealand Red Cross	Sportsbet	TK Maxx
Newcastle Knights	Spotlight Group	Toll Group
NRL	St John of God Health Care	Toyota
Optus	Stan Perron Charitable Foundation	Toyota Financial Services
Paul Ramsay Foundation	Steel Blue	Toyota Motors Australia
PayPal Giving Fund	Suisse	Uber
Prince of Wales Charitable Foundation	Suncorp	Visa
Qantas	Super Retail Group	Viva Energy
QBE	Swisse Wellness	Volvo
QBE AUSPAC	Swyftx	Walt Disney Company
Ramsay Health	TAL Community Foundation	Youi
Reckitt Benckiser		Zimmerman

Government partners

We also thank our government partners:

NSW Government, Western Australian Government, Victorian Government, Queensland Government and South Australian Government.

Volunteers and team members

To the hundreds of on-the-ground volunteers and team members who provided around-the-clock comfort and assistance, and to the grants team who worked seven days a week to get cash into people's pockets as fast as possible: thank you. We couldn't do what we do without you.

Thank you for acting for humanity by helping those in need.



Photo: Dilini Perera/Australian Red Cross

Nadia was living in Ballina when the floods hit. With the situation desperate, she was forced to evacuate with her seven-month-old daughter while her partner was at work. After two days in separate recovery centres, the couple found each other through the Red Cross Register.Find.Reunite service. Australian Red Cross also provided psychological first aid support, along with clothes, food and nappies.

To see our full floods report, including the appeal intent for the Australia Unites Telethon and QLD and NSW Floods Appeal, visit redcross.org.au/floodsappeal

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