

**We make a plan.**

**You agree to the rules.**

**The 2022 floods.**



There are rules we **must** have.

Each person gets a fair go.

**But**



The rules may change.



Your case manager will tell you when they change.



**Your home had the flood**

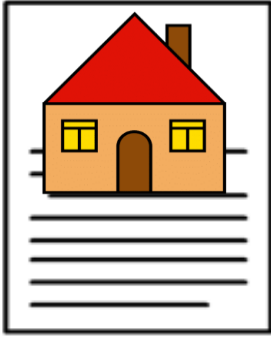


**You must be on our list.**



**We may help you.**

**We may pay for some things.**

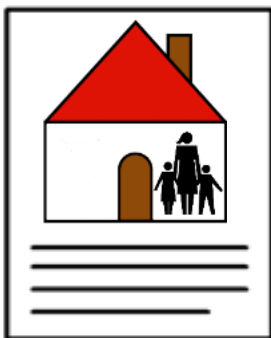


## Papers about your home



We may need papers. They are about your home.

It may be papers to say it is your home.



It may be papers to say

- you live there

or

- you rent your home.

Those people live there all year.

You do **not** live there.



**A person helps you**



You have a person to help you.

They are from our team.

We call them your case manager.



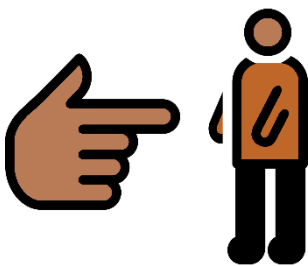
## Meetings



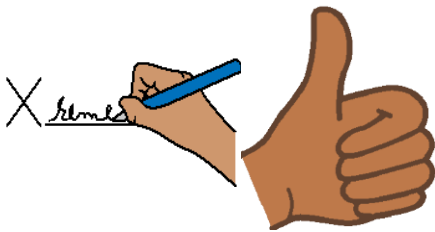
We meet at your home.

Or

We meet where your home was.

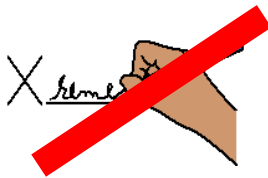


You need to be there.



Only sign papers

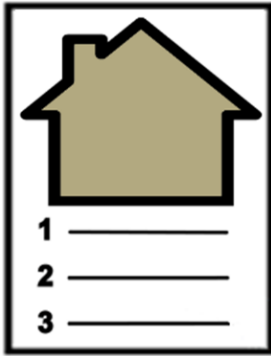
- you understand
- you agree with.



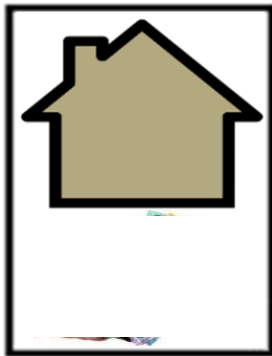
Do **not** sign papers



- you do **not** understand
- you do **not** agree with.

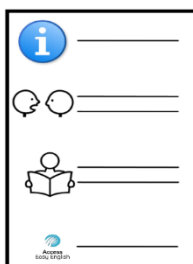


Your plan



We make a plan. It says

- what we will do. Like fix the walls
- how much money you get.



You can ask for your plan in a way

you understand. Like

- you can hear it
- in Easy English
- in large print
- in a different language.





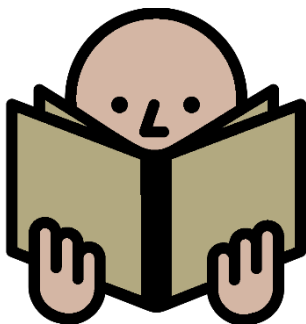
You can check the plan is right for you.

Talk to a

- lawyer
- legal aid service.



All plans are at our office.



Other people can see your plan.

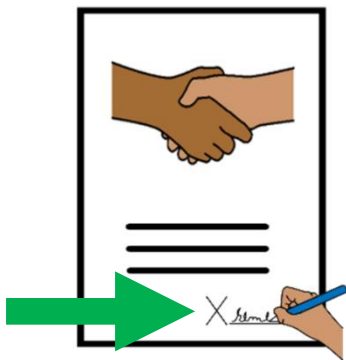
You can see other plans.

You need to ask to see them.

They need to ask to see your plan.

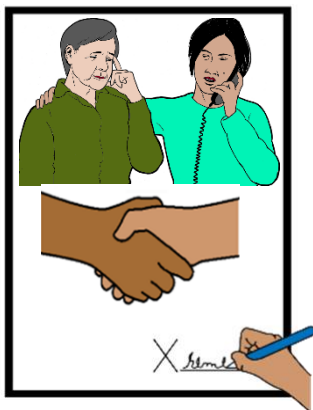


You like your plan. You say yes.



You must sign the plan.

Or



You ask a person you trust to sign it.

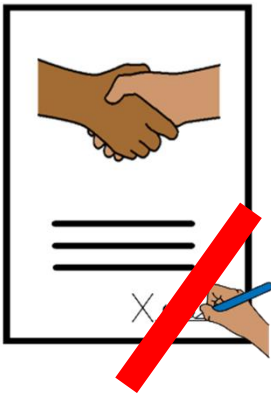


We sign the plan.



You do **not** like your plan.

You can say **no**.



You do **not** sign the plan.



You tell us what you want.

You tell us why you want it.

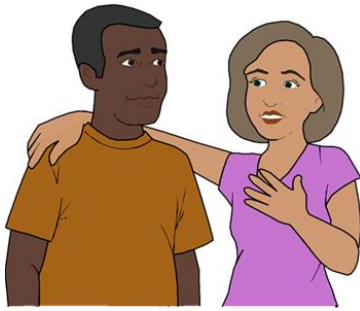
We call this an appeal.



Read

**You want a new plan.**

There is no information on this page.



**Tell others about your plan**



You may want to tell people about your plan.

**But**



You can **not** tell people now.



We will tell you when you can talk about it.



We may talk to news people.

It may be a story about your home.

We may talk to the



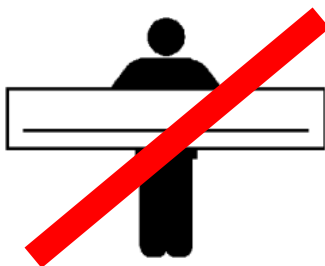
- newspaper
- TV news.



We may post the story on

- Instagram
- Twitter
- Facebook.
- other social media.

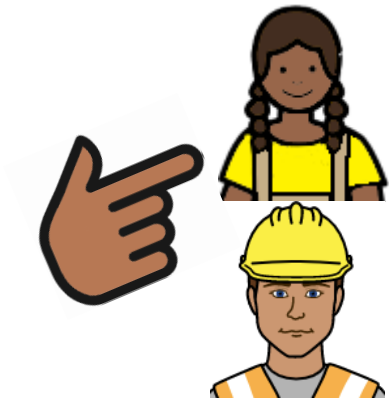
**But**



We will **not** use your name.



## About the money

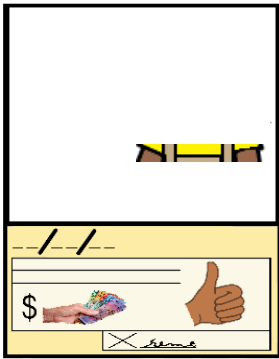


You choose who does the work.



They do the work. You pay the worker.





You must get a paper from the worker.

It says you paid for the work.

We call this a receipt.



We must tell you how **all** the money is used.

We will write a report each year.