



Resource Replacement Scheme procedure

Version: 3.2 | Version effective: 28/05/2021

Audience

All state schools

Purpose

This procedure outlines the process to be followed when seeking compensation through the Resource Replacement Scheme (RRS) for educational resources lost through an incident.

Overview

The Department of Education (DoE) will compensate all state schools, staff, students and members of the school community for educational resources lost through an incident, in accordance with the specified loss cover of the RRS.

The scheme is designed to allow schools to continue operations with minimal disruption.

Key aspects of the scheme include:

- cover for [specified](#) losses from break and enter (via forced entry), fire, vandalism and natural disasters such as flood or cyclone
- cover provided on the basis that the risk of losses is effectively managed at the site
- compensation is generally on a 'new for old' basis
- an excess is applicable to all departmental locations
- an age limit is applicable to resources lost
- flexibility in utilising compensation payments
- catastrophe cover for non-school locations
- allowance for development of departmental loss statistics to inform the [School Security Program](#) (DoE employees only).

The management of claims which qualify under the [Queensland Government Insurance Fund](#) (QGIF) are also included in this procedure.

Responsibilities

Infrastructure Services Branch:

- process claims in accordance with specified loss cover.

Regions:

- advise Infrastructure Services Branch of incidents which qualify under QGIF within 48 hours of incident.

All DoE staff:

- ensure items covered under the scheme are secured and inform relevant officers of any possible incidents which may result in a claim.

Principals:

- ensure items covered under the scheme are secured
- submit Claim/illegal entry advice form ([EQ38 claim form](#)) within two (2) months for any incident which falls under the specified loss cover of RRS or QGIF
- advise RRS team within forty-eight (48) hours of a major loss (i.e. estimated cost of more than \$10,000)
- advise the District Senior Internal Auditor when money is reported stolen
- record all costs from the incident on the *EQ38 claim form* and provide supporting documentation ensure correct amount is reimbursed the provision of invoices for the replacement of items is imperative
- advise RRS team if items reported lost are recovered
- dispose of items which are compensated due to the item being assessed by a qualified technician and uneconomical to repair
- take remedial action following illegal entry to reduce the chance of recurrence
- submit a request to RRS team for review of claim decision if not satisfied that the claim has been accurately assessed.

Process

Process to be followed by principals when applying for compensation

1. Identify loss of items or destruction of property
2. Contact appropriate authorities and obtain a crime number, relevant officer and station details from the Queensland Police Service
3. Complete an *EQ38 claim form* ensuring all sections are completed, confirming that assets >\$500 are recorded as per [Equipment management for schools](#)
4. Obtain photographic evidence to support claim (where possible)
5. Forward documents via email to rrs.facilities@qed.qld.gov.au or via mail to Resource Replacement Scheme, PO Box 15033, City East Qld 4002.

Process to be followed by Infrastructure Services Branch when processing compensation payments to schools

1. Determine eligibility under the RRS and QGIF
2. Process claim
3. Compile loss statistics using incident and claim information as required
4. Inform School Security Program of loss information and incident trends as required

Definitions

Term	Definition
Forced Entry	The crime of entering a property (i.e. school) by the use of physical force or serious threats against occupants which can include breaking of windows, doors, using terror to gain entry as well as threatening occupants after having come in peacefully.
Natural Disaster	Any event or force of nature that has catastrophic consequences, such as avalanche, earthquake, flood, forest fire, hurricane, lightning, tornado, tsunami, and volcanic eruption.

Legislation

- [Financial Accountability Act 2009 \(Qld\)](#)

Delegations/Authorisations

- Nil

Policies and procedures in this group

- Nil

Supporting information for this procedure

- [Claim illegal entry advice form \(EQ38\)](#)
- [How to complete an EQ38 form](#)
- [Resource Replacement Scheme and Queensland Government Insurance Fund – Specified cover](#)

Other resources

- [Asset maintenance and school swimming pool operation procedure](#)
- [Equipment management for schools procedure](#)

- [Equipment management for business units procedure](#)
- [School security procedure](#)
- [Enterprise risk management procedure](#)
- [School security program](#) (DoE employees only)

Contact

For further information, please contact:

Resource Replacement Scheme team
Senior Facilities Services Officer
Phone: 1800 916 770
Email: rrs.facilities@qed.qld.gov.au

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1/02/2019

Superseded versions

Previous seven years shown. Minor version updates not included.

3.0 Resource Replacement Scheme

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