

# FLYING-FOX ROOST RESIDENTS ASSISTANCE PROGRAM (FFRRAP) GUIDELINES



## BACKGROUND

The Flying Fox Roost Resident Assistance Program (FFRRAP) will provide financial support to residents directly impacted by the flying-fox roosts within the Townsville Local Government Area (LGA). The program will assist impacted residents to alleviate the negative impacts to their property (e.g. increased noise and damage caused by droppings), associated with the seasonal influx of flying-fox populations.

This program is the third round provided to residents, with a pilot program delivered in 2023. Learnings from the 2023 and 2024 Program have been considered for the delivery of round 3.

The FFRRAP will continue to provide a solution to support residents directly impacted by flying-fox population influxes, whilst Townsville City Council undertakes a review of the Flying Fox Management plan endorsed in 2025.

The envisaged framework of the Townsville City Flying-Fox Roost Management Plan (TCFFRMP) is to guide the adaptive management of flying-fox roosts within the city of Townsville, providing a range of management options available to Council for managing flying-fox roosts on Council-owned land.

## WHO IS ELIGIBLE TO APPLY?

Applications are open to residents of Townsville who meet the following criteria:

- Residents must live within 200 metres of the following flying-fox roosts:
  - Dan Gleeson Memorial Gardens – Thuringowa
  - Morstone Park – Annandale
  - Ring Road – Alice River

Council has developed and published a list of eligible properties that meet the above criteria on its website. Proposed applicants should check their address is listed on Council's website prior to making an application for funding. Applications by residents who do not reside at an address listed on Council's website will not be eligible to make an application.

Applicants must ensure that they have read these guidelines prior to making an application for funding.

## HOW MUCH CAN I APPLY FOR?

Eligible residents will be able to apply for a maximum of \$3,000.

If the application amount equals less than \$3000 no further applications can be submitted for the remaining eligible grant amount.

Funding will be provided on a one-off basis and is not available for ongoing maintenance of services or installed items.

**Please note:** Applications are limited to one (1) per Property Address

**All applications are subject to the availability of funding and applying for funding is no guarantee funding will be approved.**

Should the program be oversubscribed; priority will be given to properties located within closer proximity to roosts. Council may award partial funding in some cases to enable a greater number of applications to be supported.

## ELIGIBLE ITEMS

Funding will only be available for items or services which will help manage impacts associated with flying-fox roosting behaviour.

Eligible items/services are listed below:

- Car washing costs
- Clothes dryers
- Clothesline covers
- Cost of external cleaning services\*\*\*
- Cost of solar panel cleaning\*\*\*
- Door and window seals\*\*\*
- External house cleaning products
- Marquees
- Pool or spa covers and cleaners
- Pressure washer (hire or purchase)
- Tree trimming or removal\*\*\*
- Vehicle covers
- Window double-glazing\*\*\*
- Roof paint repair\*\*\*
- Perfume plants
- Air conditioners\*\*\*
- Rainwater Tank first flush systems\*\*\*
- Wildlife friendly netting
- External Property lighting\*\*\*
- Sound proof curtains
- White noise machine
- Fragrance machine or deodoriser

***Proof of purchase for eligible items must be in the form of receipts and for \*\*\* eligible items must be in the form of invoice remittance in the name of the applicant, purchased between 23 March 2026 and 12 February 2027. Failure to adhere, may result in no reimbursement***

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*This program is funded by the Queensland Government Flying-Fox Roost Management - Local Government Grants Program and Townsville City Council.*

## APPLICATION PROCESS - HOW DO I APPLY?

Applications for funding will be made on the smarty grants platform by completing a two step process. Step 1 is to complete the quote approval application and attach relevant quotes for eligible items between the 23 March 2026 and the 13 November 2026. Once the application and quotes are assessed and approved, the applicant must complete step 2 which is the invoice approval application and upload receipts and remittance invoices of the approved eligible items. Once receipts and invoices are assessed and approved; final reimbursements will be sent to applicants. Step 2 applications of the process must be lodged by midnight on 12 February 2027.

## APPLICANT WARRANTIES

If an application is made by a tenant/resident (not the registered property owner), the tenant/resident as the applicant is solely responsible for obtaining all required consent/s from the registered property owner of the property, prior to the completing of the application form under these guidelines. Townsville City Council as the grantor of funds accepts no responsibility for obtaining consent and no liability associated with the same. Townsville City Council is not privy to any tenancy arrangements (leases etc.) between the tenant/resident and registered property owner. The tenant/resident warrants that they have obtained all the required consents under any tenancy arrangements between them and the registered property owner, prior to completion of the application. Townsville City Council is not liable for any damage to the property arising from or in connection with the funded eligible items. Townsville City Council has no obligation to repair, reinstate or restore the property back to its original condition before the funded eligible items. Any matters relating to the same are required to be dealt with between the tenant/resident and the registered property owner.

## ASSESSMENT CRITERIA

Townsville City Council will assess applications against the following criteria:

- Proximity of property to eligible roost
- Items purchased meet the eligible items list
- Required recipients and remittance invoices are provided

**Please note:** Should grant funds be expended before the end date, applications will not be funded. It is recommended that applications be submitted as early as possible.



Scan now to apply!  
<https://bit.ly/4bxH6vf>

*Council has an obligation under the **Flying-Fox Roost Management in Queensland - Program Guidelines** to ensure that the project funding is only used for actions which comply with the Code of Practice - ecologically sustainable management of flying-fox roosts, or Code of Practice - low impact activities affecting flying-fox roosts under the **Nature Conservation Act 1992**.*

## APPROVAL AND NOTIFICATION

Townsville City Council will notify successful applicants of their approval and the amount of funding to be provided by email on or before the **30 January 2027**.

## PAYMENT OF FUNDING

Applicants must purchase their chosen eligible items and/or carry out the approved works and submit a completed application to Council with the following evidence by 12 February 2027 :

- evidence that the item has been purchased (i.e. receipts and invoice remittance)
- receipts must be dated between the 23 March 2026 to 12 February 2026. Purchases made outside of the program will not be accepted.

Funding will only be provided for items and/or services notified in the quote approval step of the application process (based on the receipts supplied). The amount paid to successful applicants will be received in the form of a digital prepaid Visa. Once the application has been sent through, successful applicants will receive an SMS message with the following instructions:

Use the link provided to:

1. Open the Universal Gift Card app and enter their mobile number and activation code.
2. Tap "Add to Wallet" to add to their preferred phone wallet.

The digital prepaid Visa card will be added to either Apple Pay, Google Pay or Samsung Pay wallet.

**Approved applicants can access technical support via the Universal Gift Card app.**

Council is without warranty to the suitability of the digital credit card or physical debit card for any proposed expenditure.

**Incomplete applications or step 1 applications made after 13 November 2026 may not be considered by Council. Step 2 applications submitted after the 12 February 2027 may not be considered by Council.**

## FURTHER INFORMATION

Please contact Council's Environmental Restoration team on 13 48 10 or [enquiries@townsville.qld.gov.au](mailto:enquiries@townsville.qld.gov.au) if you wish to discuss the program or your application.