



Home Energy Emergency Assistance Scheme



Tips to help you with
your application



3. Reason for your application

You need to meet one of the three criteria listed to be eligible for a grant. Tick the box for the reason for your application and provide the details in the section(s) that apply.

Reason for your application

Why are you applying for HEEAS? Tick at least one of the following reasons below:

My household income has decreased substantially, such as for loss of employment, family separation, illness, injury or disability (please complete section 1 below)

I have had high unexpected expenses on essential items (please complete section 2 below)

My household income has decreased substantially and I have had high unexpected expenses on essential items (please complete both sections 1 and 2 below)

For your application to be considered, the reason you select must have happened in the last 12 months.
Please note: We may ask you to provide documents or receipts for repairs/purchases to verify this information.

Section 1 (please complete if your household income has decreased substantially)

		Date	Fortnightly income before	Fortnightly income after
Marriage/defacto separation	Date separated	/ /	\$	\$
Housemate or family member moved out	Date moved out	/ /	\$	\$
Death of immediate family member	Date of death	/ /	\$	\$
Child maintenance stopped or decreased	Date stopped/ decreased	/ /	\$	\$
Decrease in hours of work	Date hours of work decreased	/ /	\$	\$
Loss of employment	Date stopped work	/ /	\$	\$
Unexpected illness, injury or disability resulting in decreased household income	Date of unexpected illness/injury/ disability	/ /	\$	\$

Section 2 (please complete if you have had high unexpected expenses on essential items)

<input type="checkbox"/> Refrigerator repair or purchase	\$	Date	/ /
<input type="checkbox"/> Washing machine repair or purchase	\$	Date	/ /
<input type="checkbox"/> Hot water service repair or purchase	\$	Date	/ /
<input type="checkbox"/> Car repairs	\$	Date	/ /
<input type="checkbox"/> Direct funeral expenses	\$	Date	/ /
<input type="checkbox"/> Removalist expenses	\$	Date	/ /
<input type="checkbox"/> Once off medical expenses not covered by Medicare (including dental and optical)	\$	Date	/ /
<input type="checkbox"/> Other unexpected expenses	\$	Date	/ /

Please specify:

(General expenses such as car registration, car services, telephone bills, school expenses and other expected bills will not be considered)

4. Your household income and expenditure

Provide details of your fortnightly household income and expenditure. Be sure to include your after tax income and to include all members of your household for the two-week period.

Sources of household income and expenditure per fortnight

We will consider your household's income and expenditure to calculate whether you can contribute to a payment plan for your electricity account.

List details of the **total income** (after tax) for **all** members of your household **per fortnight** before Centrepay or any other automatic deductions.

List details of expenditure **per fortnight**

Government benefits	\$		Household rent	\$	
<input type="checkbox"/> Pension			Household mortgage payment	\$	
<input type="checkbox"/> Newstart/Youth Allowance			Household electricity bill	\$	
<input type="checkbox"/> Austudy/ABSTUDY			Household gas bill	\$	
Employment	\$				
Family Tax Benefit	\$				
Child maintenance payment(s)	\$				
WorkCover	\$				
Other	\$				
Total household income per fortnight	\$				

Declaration: this section must be signed so your application can be progressed

- I consent to the Queensland Government asking Centrelink and/or Department of Veterans' Affairs to determine and confirm my concession card status.
- I authorise the non-government organisation or representative, as identified on page 1, to discuss details of my circumstances with my energy retailer and/or the Queensland Government for the purpose of assessing my application under the Home Energy Emergency Assistance Scheme.
- I declare that all information I have given is true and correct and I understand that any fraudulent information provided in the application to obtain this assistance may lead to prosecution.
- I authorise the release of information regarding my energy account by the energy retailer to the Queensland Government for purposes of assessing my application under the Home Energy Emergency Assistance Scheme.
- I authorise for any assistance provided to be paid directly to the energy retailer.

Name

If completing this form as an e-document please select the tick box to indicate you have read and agree with the declaration above.

or

If completing this form by hand please provide signature of the applicant

Your eligibility for assistance under the scheme will be determined on the information you have provided on this application form. Assistance cannot be provided if your reason outlined on the application is outside the scheme's eligibility criteria. Please ensure you have accurately completed all the required information.

End of application form

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5. Your name and signature

Don't forget your name and signature at the bottom of this page. If you're completing the form:

- online – type your name and tick the checkbox
- on paper – write your name and sign the form in the space provided.

Top 5 frequently asked questions



1. What is the Home Energy Emergency Assistance Scheme?

It's a government program that provides assistance to eligible customers in Queensland who need help paying their electricity or gas bills – recognising that things like work, health and family can change and affect your finances.

2. What sort of help will it give me?

If you're eligible, you could receive a one-off payment of up to \$720 to use towards your gas or electricity accounts, and you can reapply every two years.

3. What happens if I don't return my application by the due date?

Unfortunately, if your form's not received by the due date, you may lose the opportunity to apply – so it's really important you get this in on time. And remember, the quicker you return your form, the sooner you could get help towards your bills.

4. How long does it take before I'll get my grant?

Once you've submitted your form, the Department of Communities may take around 6-8 weeks to process your application.

They'll write to you to let you know if your application has been successful, and if it is, we'll also get in touch to let you know we've applied your grant to your account.

5. Where do I go if I need help filling in my form?

Just give us a call on **13 24 61** and ask for Customer Advocacy. We're happy to answer any questions you might have and can even help you fill out the form over the phone.

We know that filling out forms can be challenging at the best of times – let alone when you're being asked to provide personal information at a time of financial stress. That's why we've put together this guide, to help you with the key things you need to know about applying for the government's Home Energy Emergency Assistance Scheme (HEEAS).



Call us on **13 24 61** to request a HEEAS application form – you can choose an online or paper form.



Complete the online form and email it to:
HEEAS@smartservice.qld.gov.au

or



Fill in a paper form and return it in the reply paid envelope that was included in your application pack, or you can post it to:

**Home Energy Emergency
Assistance Scheme**

Concession Services

**Department of Communities,
Child Safety and Disability
Services**

**GPO Box 806
Brisbane QLD 4001**