



The Queensland Government helps people who cannot pay their electricity and/or reticulated natural gas bills because of an unexpected short-term financial crisis.

Are you eligible (electricity and/or reticulated natural gas account)?

HEEAS is a one-off payment of up to \$720 to assist with a debt on an electricity and/or reticulated natural gas account.



Households can only receive HEEAS **once every two years** and the unexpected short-term financial crisis must have occurred within the **past 12 months**.

Criteria

To receive this help, you must be responsible for paying the energy bill in your household **and**:

- hold a current concession card (Health Care Card / Pensioner Concession Card / DVA Gold Card) **or**
- be part of your energy retailer's hardship program or payment plan **or**
- have an income equal to or less than the Australian Government's maximum income rate for part-age pensioners; contact Services Australia or the Dept. of Veterans' Affairs for details of the maximum income rate.

You **must also** have experienced:

- a substantial decrease in your household income (e.g. loss/decrease of employment hours, family separation) **or**
- high unexpected expenses on essential items.

Where do I send the completed application?

You will need to complete **all** sections of this form (specifically Section 1 or Section 2) so your application can be processed. The due date for your application is on page 2.

Email

HEEAS@smartservice.qld.gov.au

or

Post

Cards and Concessions
Smart Service Qld
Reply Paid 89109
BRISBANE CITY QLD 4000

Who can I call for help?

If you need help completing this form, please contact:

Queensland Government Contact Centre
13 QGOV (13 74 68) - HEEAS
(local call charge)

If you require an interpreter, please telephone **13 QGOV (13 74 68)**.

Privacy notice

The Queensland Government is collecting your personal information to administer and assess your eligibility for assistance under the Home Energy Emergency Assistance Scheme. This information may be provided to your energy retailer, Services Australia (Centrelink), the Department of Veterans' Affairs and Queensland Shared Services to assess whether you are eligible and to administer the scheme, and we will keep it for up to nine years. We will handle your personal information in accordance with the *Information Privacy Act 2009 (Qld)*. More information about this legislation and the Queensland Government's privacy policy is available at: <https://www.qld.gov.au/legal/privacy/>.

Can someone help me complete this form?

You can ask an organisation, a financial counsellor or another representative (family member or friend) to help you complete the application. If you need someone else to act on your behalf, please include their contact details below:

Name of your representative

Organisation

Telephone number or email

Energy account information and application due date

You need to obtain an application number from your retailer.

Electricity Company name
Application number Account number

Reticulated natural gas Company name
Application number Account number

Application form **due date**

Account holder details (please include all names on the bill)

Account holder 1 Given names Surname

Account holder 2 Given names Surname

Address on the bill

Postcode

Postal address (if different from above)

Postcode

Home phone Mobile phone

Email

Eligibility

Please select one of the following options:

1. I am a concession card holder (please tick which card you hold)

Pensioner Concession Card Health Care Card DVA Gold Card (except 'Dependent')

2. I am registered with my energy retailer's hardship program or on a payment plan

3. Have an income equal to or less than the Australian Government's maximum income rate for part-age pensioners; contact Services Australia or the Dept. of Veterans' Affairs for details of the maximum income rate.

Reason for your application

For your application to be considered, you must have experienced **either** a decrease in income **or** have paid for an unexpected emergency expense within the last 12 months. Please select Section 1 or 2.

Note: You must meet ONE or more of the requirements listed in Section 1 or 2 and we may ask you to provide documents or receipts for repairs/purchases to verify this information.

THE FOLLOWING REASONS WILL **NOT** BE ACCEPTED:

Section 1 - Substantial decrease in household income

- Decreases of income that are not substantial (less than \$100 per month)
- Decreases of income that started over 12 months ago
- Centrelink payments that are decreased due to deductions or penalties, e.g. Centrepay, fines
- Income below the cost of living (ongoing hardship)
- "In and out" short-term casual or seasonal work
- Loss of rent assistance
- Centrelink payments that decrease due to increase in total household income
- Increase in rent or mortgage payments

Section 2 - High unexpected expenses on essential items

- Phone, internet, rates, water, and other expected bills
- Rent arrears and costs of additional persons moving into the household
- Standard regular car service, registration or insurance
- Purchase of furniture, TV, computer, microwave, freezer, kitchen appliances
- Cumulative pharmaceutical expenses
- Associated funeral costs, such as travel and accommodation
- School/education expenses
- Travel costs to see sick family/relatives

Section 1 – Substantial decrease in household income (minimum \$100 per month)

Please complete if your household income has decreased substantially in the last 12 months.

	Date of change (dd/mm/yy)	Fortnightly income before decrease	Fortnightly income after decrease
Change in Centrelink benefits	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Please specify reason for decrease (e.g. Loss of Family Tax Benefit due to child leaving school)			
<input type="text"/>			
Marriage/de facto separation	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Household member moved out	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Death of immediate family member	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Child maintenance decreased/stopped	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Decrease in hours of work	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Loss of employment	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>

Section 2 – High unexpected expenses paid on essential items (minimum \$100)

Please complete if you had high unexpected expenses on essential items in the last 12 months.

	Amount paid	Date paid (dd/mm/yy)
<input type="checkbox"/> Refrigerator or washing machine purchase/repair price	\$	
or fortnightly repayment amount and start date if applicable	\$	
<input type="checkbox"/> Hot water service repair or purchase, not water charges	\$	
<input type="checkbox"/> Car repairs (excluding registration or regular services)	\$	
<input type="checkbox"/> Direct funeral expenses (excluding travel or accommodation)	\$	
<input type="checkbox"/> Removalist expenses or payment of rental bond	\$	
<input type="checkbox"/> Financial impact due to Family or Domestic Violence	\$	
<input type="checkbox"/> Unexpected one-off medical expense not covered by Medicare	\$	
Please provide further details below (e.g. dental, optical, MRI):		
<input type="text"/>		
<input type="checkbox"/> Other unexpected paid emergency expenses (e.g. unexpected emergency vet bill)	\$	
See Page 3 for Non-Eligible Items before completing		
<input type="text"/>		

Declaration

This section must be completed and signed to progress your application.

- I consent to the Queensland Government asking Services Australia (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 2, 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.

Signature

Date

Applicant name

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.