Diagram

Description automatically generated

**Essential Services Hardship Assistance**

This grant helps to support people directly affected by a disaster when they have lost one or more essential services (for example: electricity or water) for more than 5 days, and are having problems because of this loss.

# Available help

This grant provides $150 per person or up to

$750 for a family of 5 or more. You have 7 days to apply for this grant once it becomes available in your area.

# Eligibility (Can you get this grant?)

To get this grant:

* Your main home must be in the activated financial assistance disaster area (the area that can be provided with help/grants after the disaster); and
* You must have lost of one or more essential service for more than 5 days as a direct result of the disaster; and
* You must be suffering hardship (having problems because of the loss

of service/s).

This grant will be available if you have lost:

* Electricity, including other forms of power supply, and this is the only source of power to your property.
* Gas, including bottled gas, if your home is gas only. If electricity is connected, then gas alone does not qualify for help.
* Water, including water tanks where your main home only uses tank water, only where another source of water is not supplied.
* Sewerage, including septic tanks, only when you are unable to stay in your main home due to health and safety issues.

\*This grant is not means tested (it does not depend on how much you earn).

# How to apply

If you think you can apply for this grant, please apply online through the Queensland Government Department of Communities website [https://www.communityr](http://www.communityrecovery.qld.gov.au/)e[covery.qld.gov.au](http://www.communityrecovery.qld.gov.au/)

If you cannot apply online, please phone the Community Recovery Hotline on 1800 173 349 or visit a Community Recovery Hub if open

# Grant payment

When completing an online application form (either by yourself or with the assistance of the Community Recovery Hotline staff) you can choose to have the grant electronically transferred (EFT) to your bank account.

Or you can visit a Community Recovery Hub and collect a prepaid Recovery Debit Card which can be used at all retailers (shops) with EFTPOS facilities and all ATMs.

If you wish to check the balance of your Recovery Debit Card, you can login to (https://sam.emerchants.com.au/Community RecoveryCH)

# More information

Call the Community Recovery Hotline on 1800 173 349 or visit [www.qld.gov.au/communityrecovery](http://www.qld.gov.au/communityrecovery)