

Supporting our customers affected by the bushfire crisis

To our customers affected by the bushfires, please contact us to discuss your personal situation and the assistance we can provide.

If you are experiencing financial hardship and need support, please contact our Customer Care and Affordability Team on **1300 792 441** or via email service@qenergy.com.au.

We encourage customers who need a continuous supply of power for their life support equipment to have their back-up plans ready to go in the event there are power losses, and to contact us with any questions. See our [Life Support Guide](#).

Stay in touch with your local state emergency or fire brigade service.

NEW SOUTH WALES

NSW Rural Fire Service

Phone 1800 679 737
Website <https://bit.ly/2tLTnd4>

NSW Disaster Welfare Assistance

Phone 1800 018 444
Website <https://bit.ly/3a3i59l>

VICTORIA

VicEmergency Hotline

Phone 1800 226 226
Website <https://bit.ly/37SOSMJ>

QUEENSLAND

Queensland Disasters and Alerts State Emergency Service (SES)

Phone 132 500
Website <https://bit.ly/2uslG0z>

13 HEALTH

Phone 13 43 25 84

Emergency housing assistance

Phone 13 74 68

SOUTH AUSTRALIA

SA Recovery Hotline

Phone 1800 302 787
Website <https://bit.ly/2QLeUf2>

Emergency loss of supply for Life Support Customers

If you experience a fault on the electricity network, whether you believe it poses a danger or not, call one of the following numbers depending on your location.

If the fault or emergency is life threatening, call **000**.

NSW

Ausgrid – 13 13 88
Essential Energy – 13 20 80
Endeavour Energy – 131 003

QLD

Energex – 13 19 62
Ergon Energy – 13 16 70

VIC

Citipower – 13 12 80
Powercor – 13 24 12
SP Ausnet – 13 17 99
United Energy – 132 099
Jemena – 131 626

SA

SA Power Networks – 13 13 66

For the Interpreter Service, call **131 450**.

Natural disaster relief and recovery assistance

Banks, the government and the Australian Red Cross are among the organisations that have made financial assistance available to communities impacted by the bushfire emergencies devastating parts of Australia. Here's more information about some of the funding and how to apply.

- **Australian Red Cross: Emergency grants \$5000 emergency grant for people who have lost their home in a bushfire.** To apply, visit the [Red Cross](#) online to register your contact details.
- **Banks: Emergency bushfire packages available.** The Australian Banking Association (ABA) announced an [assistance package](#) for communities impacted by natural disasters, including the catastrophic bushfires.
- **Government: Natural disaster relief and recovery assistance.** There is a range of federal and state government financial assistance programs available to people impacted by the bushfires, including the Australian Government Disaster Recovery Payment (AGDRP), the Disaster Recovery Allowance (DRA), financial support for volunteer firefighters, and income support or disaster recovery payment for eligible New Zealand visa holders.
 - **One-off Disaster Recovery Payment.** This may provide a one-off payment to support eligible people adversely affected by the bushfires called the Disaster Recovery Payment.
 - **Short-term income support Disaster Recovery Allowance.** This may provide short-term income support to people who can show they lost income as a direct result of the bushfires called the Disaster Recovery Allowance.

The Australian Department of Human Services has more information available on their website. Follow the links below for your State.