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# Essential Service Outage Grants

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## Grant Guidelines

December 2025

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# 1. Eligible Natural Disaster

An eligible natural disaster is a serious disruption to a community caused by the impact of a naturally occurring rapid onset event that threatens or causes death, injury or damage to property or the environment and which requires a significant and coordinated multi-agency and community response.

Any one, or a combination, of the following natural hazards, can cause such serious disruption: bushfire; earthquake; flood; storm; cyclone; storm surge; landslide; tsunami; meteorite strike; or tornado.

## 2. Essential Service Outage Grants (ESOGs)

### 2.1. Purpose

This grant supports low income households affected by prolonged disruptions (i.e. of 5 days or more) to essential services such as power, water and sewerage, resulting directly from an eligible natural disaster. The grant provides support with the additional cost incurred due to the outage, such as food, water and additional travel costs.

### 2.2. Eligibility

Criteria	Evidence
<b>Proof of Identity and Residential Status</b>  <b>Identity</b> evidence must match other applicable evidence such as full name, DOB, address, etc. If not additional evidence should be obtained.  <b>Residential Status</b>  Must be within the designated area of an	<p>The applicant must submit one primary identification that contains full name, date of birth and current address</p> <ul style="list-style-type: none"><li>• Driver's licence, or</li><li>• Personal Information Card</li></ul> <p>Alternative ID may be used in exceptional circumstances if Primary ID is not available. However, they must still provide sufficient information to validate their full name, date of birth, and address.</p> <p>Alternative can include:</p> <ul style="list-style-type: none"><li>• Passport</li><li>• Utility Bill*</li><li>• Rates Notice*</li><li>• Bank statement</li><li>• Rental agreement*</li><li>• Centrelink / Services Australia statement or notice.</li></ul>

eligible natural disaster within Tasmania.	<p>*Where the applicant is claiming for a residence that is not listed on their Primary ID they will need to provide additional evidence showing their name and the address they are claiming for.</p> <p>Applicant's residence must be located in an impacted area as noted in the application form and/or listed on the TASALERT website. Impacted applicants are only eligible for one grant under the program.</p> <p>Applicants must also provide a Medicare Card that lists all family members they are claiming for. If a family member is not listed on the Medicare Card, the applicant must provide additional verification proving they reside at the same address.</p>
<p><b>Income</b> Must be below the Centrelink Low Income Health Care Card threshold limits.</p> <p>All household* members will have their incomes assessed. Generally, applicants will be "income" eligible if:</p> <ul style="list-style-type: none"> <li>• Their sole income is a Commonwealth pension or benefit;</li> <li>• They are an income wage earner whose gross income falls below the income threshold;</li> <li>• All combined incomes (that is, part Commonwealth pension/benefit and part wage) fall below the income threshold.</li> </ul>	<p>Evidence of the last 8 weeks income, in one or more of the following methods, must be provided:</p> <ul style="list-style-type: none"> <li>• Commonwealth pension or benefit statement of income</li> <li>• Employment salary/payslips</li> <li>• Employer's declaration for applicants with less than 12 weeks or variable/inconsistent employment arrangements</li> <li>• Self-employed persons <ul style="list-style-type: none"> <li>○ Tax assessment for the previous financial year, and/or</li> <li>○ The most recent Business Activity Statement, and/or</li> <li>○ A financial report, including profit and loss statements, from an accredited practicing accountant.</li> </ul> </li> <li>• Overseas pension recipients must provide written evidence of their pension source and the amount, converted to Australian dollars</li> <li>• Bank statements showing income deposits</li> </ul> <p><b>Income Threshold</b> The income threshold is based on Services Australia <a href="#">Low Income Health Care Card test</a>'s income threshold limits for maintaining a card, with an expanded safety net of 20% for single people with no children and 10% for couples and families.</p> <p><i>*A household is a social unit composed of those living together sharing facilities in the same council approved dwelling. This may comprise of any variety of household members being of the same or various genders, ages, family relations, travellers, visitors or friends.</i></p>
<b>Essential Service Outage</b> applicant experiences an essential service outage for 5 days (120 hours) or more	<p><b>Essential Services</b> include power, water and sewerage.</p> <p>The applicant must confirm that they have experienced one or more essential services outage for 5 days (120 hours) or more. DPAC may verify this information with the service providers to confirm applicants' eligibility.</p>
<b>Not received an Emergency Assistance Grant (EAG) for the same event</b>	Only applicants who have <u>not</u> received Emergency Assistance Grants (EAGs) for the same event are eligible for this grant program.

## **2.3. Level of Assistance**

Eligible applicants can receive financial assistance as follows:

- \$250 per adult (18 years and over);
- \$125 per child (under 18 years); and
- up to a maximum of \$1,000 per family.

## **2.4. Exceptional Circumstances and Undue Hardship**

If you do not meet the eligibility criteria and are experiencing undue hardship or are impacted by an exceptional circumstance you may still apply for this grant. To be considered you will need to provide additional supporting information to substantiate your claim.

Please note that making an application is not a guarantee of receiving funding.

## **2.5. Grant Conditions**

Grants are made on the conditions that an applicant may be required to repay the grant if the Applicant:

- Is found to have provided incorrect, false or misleading information; or
- Breaches the terms and conditions of the funding as outlined within the grant agreement/deed.

# **3. Guide to Applicants**

Applicants must complete the online application form, available here: [Community Grants | Service Tasmania](#).

If you are having difficulty accessing the application form, or have any questions regarding the application process, please contact Community Grants on 1800 204 224 or email at [eagrants@dpac.tas.gov.au](mailto:eagrants@dpac.tas.gov.au).

On submission of your application, you will receive a confirmation email with your application form in PDF format from SmartyGrants.

## 4. Assessment

Grant applications will be assessed based on:

- The purpose of the grant.
- The eligibility criteria outlined in these guidelines.
- The accuracy and completeness of the application.

Providing false or misleading information may require repayment of funds and may lead to referral to the appropriate authorities.

## 5. Timeframes and Communications

Emergency events can change quickly, and Community Grants aim to be responsive to support the immediate needs of impacted community members.

Although every effort is made to provide prompt assistance to eligible applicants, timeframes may be impacted by large volumes of applications and changing priorities during an emergency event.

You will be notified of the outcome (if you are successful or unsuccessful) of your application via an email generated from Smarty Grants.

## 6. Provision of Grant Funding

If approved, the grant payment will be made by direct deposit into the applicant's nominated bank account.

If the nominated bank supports OSKO payments, funds may be received within a few hours of approval.

To check if your bank uses OSKO search for your Bank [here](#).

IMPORTANT: Applicants must ensure their bank account details are correct to receive payment successfully.

## 7. Reporting and Evaluation

Successful applicants may be required to validate their information and report on how the grant was used.

## 8. Appealing a Decision

Applicants may request a review if they can demonstrate:

- I. Conflict of Interest – A decision-maker had a financial interest in the outcome.

- II. Incorrect Advice – The application was impacted by incorrect guidance from DPAC staff.
- III. Discrimination – The decision was based on irrelevant factors (e.g., race, gender, disability, religion, etc.).

Appeals must be submitted in writing within 28 days of the decision notification.

Appeals should be directed to the Manager, Community Grants at [eagrants@dpac.tas.gov.au](mailto:eagrants@dpac.tas.gov.au).

## 9. Administration and Contact Details

This program is administered by the Department of Premier and Cabinet (DPAC) on behalf of the Crown in the Right of Tasmania.

For any inquiries or assistance please contact us:

- Email: [eagrants@dpac.tas.gov.au](mailto:eagrants@dpac.tas.gov.au)
- Phone: 1800 204 224.

## 10. Taxation and Financial Implications

Applicants are advised to seek taxation advice from the Australian Taxation Office (ATO) on 13 28 66 or [www.ato.gov.au](http://www.ato.gov.au).

## 11. Personal Information

Personal information will be managed under the Personal Information Protection Act 2004 and the Privacy Act 1988 (as amended by the Privacy Amendment Act 2012).

By applying, applicants acknowledge that:

- DPAC may share their information for the purposes of processing the application.
- Some details (e.g. applicant name, funding amount, location) may be publicly disclosed as part of the transparency process for government funding.

## 12. Declaration Statement

All applicants will be required to make the following declaration when submitting an application.

“I certify that to the best of my knowledge the statements made within this application are true and correct, and I understand that if my request is approved for funding, this

request and any subsequent documentation in relation to this funding will form the terms and conditions of the funding provided. I also agree to cooperate with the department to provide any additional information on request that relates to this emergency support.

I authorise officers of the Tasmanian State Service to make any enquiries thought necessary to verify the information I have provided.

I understand that if this claim is fraudulent, it will be reported to the relevant authorities”

## **13. Suspected Fraudulent Application**

If you suspect someone may have applied for this grant program fraudulently you can report this to [egrants@dpac.tas.gov.au](mailto:egrants@dpac.tas.gov.au).

Please note that to protect the privacy of individuals a response to your claim on specific individuals will not be provided. Claims of fraud will be reviewed by the department and may be referred to the relevant authority, such as the Tasmanian Police. Those referred on may result in criminal proceedings.

## **14. Right to Information**

Information provided to DPAC is subject to the Right to Information Act 2009. More details can be found on the Tasmanian Legislation website at [www.thelaw.tas.gov.au](http://www.thelaw.tas.gov.au).