

## OM 201 – Application to Dispute Unwanted Alarm Activation Invoice

### Information for Customers

The Queensland Fire Department (QFD) has standardised process for customers who are disputing an unwanted fire alarm attendance charge.

If you believe you have been incorrectly charged for an unwanted alarm activation at your monitored premises, please complete the below application and submit along with any supporting documentation to QFD within 60 days from the invoice date that appears on the invoice.

- All requests **must** be submitted via the 'Application to Dispute Unwanted Alarm Activation Invoice' form.
- Applications **must** be submitted by the Account Holder/Owner. Under the *Information Privacy Act 2009*, QFD cannot discuss or provide account details to third parties.
- All sections of the form **must** be completed.
- A scanned version of the onsite Routine Service Record in accordance with AS1851 **must** be provided (previous six months minimum).
- Evidence and accompanying documentation **must** be provided where relevant.

### Economic Hardship Information

Payment options, such as payment plans or deferred payments are available. For more information, please contact our Finance Officer.

Email: [QFDDebtAdministration@fire.qld.gov.au](mailto:QFDDebtAdministration@fire.qld.gov.au)

Phone: (07) 3145 3701

### Submitting the Application

Once completed, application forms are to be saved as a PDF and emailed to Financial Operations and Systems Support at [alarms.finance@fire.qld.gov.au](mailto:alarms.finance@fire.qld.gov.au).

Applications will be investigated by QFD. You will be contacted via email once a decision has been made.

Any queries about the process can be directed to:

Phone: 1800 571 151

Email: [alarms.finance@fire.qld.gov.au](mailto:alarms.finance@fire.qld.gov.au)

### SECTION 1: APPLICANT DETAILS

Applicant Name	
Relation to the Premises	<input type="checkbox"/> Premises Owner <input type="checkbox"/> Property Manager <input type="checkbox"/> Other <i>(Please Specify)</i>
Postal Address	
Contact Phone	
Email Address	

### SECTION 2: PREMISES DETAILS

Premises Name			
Premises Address			
Customer Number		FCA Number	

### SECTION 3: REASON FOR APPLICATION

Invoice Number/s

Invoice Date

The above invoice/s are being disputed due to; *(please tick applicable)*

- Severe weather conditions (relevant evidence, weather reports, proof of damage provided)
- Malicious activity (evidence of such activity attached)
- Technical fault conditions (relevant evidence, technician reports, invoices, service logs attached)
- Mains pressure surge (relevant evidence from Council or Urban Utilities attached)
- Other

Reasons for dispute:

## SECTION 4: SUPPORTING DOCUMENTATION

Please list document names of all attached documentation below:

## SECTION 5: APPLICANT DECLARATION

This application is to be submitted along with any supporting documentation to QFD within 60 days from the invoice date that appears on the invoice.

I hereby submit the Application to Dispute Unwanted Alarm Activation Invoice form and certify that all the information supplied in the application is true and correct.

**Applicant Name**

**Signature**

**Date**

Queensland Fire Department (QFD) is collecting the information on this form for the following purposes:

- To administer the provision of fire and emergency services in Queensland, including the management of fire alarm monitoring services.; and
- For the department to discharge its legislative, accountability, administrative, reporting, management, personnel and financial functions.

Information collected may be disclosed to partnering agencies of QFD for the purpose of providing fire alarm monitoring services. The personal information collected on this form will be managed in accordance with the provisions of the *Information Privacy Act 2009*. QFD will not disclose your personal information to any other third parties without your prior consent or unless required by law.



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