



**This Information Provided by the Financial Counselling Service**  
**Upper Murray Family Care Wangaratta**  
**Phone (03) 5720 0000**

## **ACCESSING RESOURCES**

### **Utility Relief Grant (Vic only)**

DHS will assist with payment of Utility bill. #  
Contact your Utility Company for Application

### **Home Wise Program (Vic only)**

DHS will pay for the replacement of TWO faulty essential household items  
(HCC Holders Only)#  
Ph Financial Counselling UMFC 60228000  
Or DHS Ph 1800 133 014 for an application

### **Non Mains Winter Energy Concession (Vic Only)**

DHS will reimburse part of the costs of 1 bottled gas for heating  
Or (if need gas) apply for a Non Mains Energy Relief Grant for (HCC only)#  
PH 1800 133 014 for details and application forms

### **Mortgage Assistance (VIC & NSW)**

DHS provides loans to assist with a mortgage during temporary financial hardship.#  
DHS NSW 1300 468 746 OR DHS VIC 1800 134 872

### **Early Release of Superannuation Benefits**

If you have been in receipt of Centrelink payments for a consecutive 26 weeks you can  
withdraw up to \$10k PA on grounds of financial hardship from your superannuation.#  
Apply directly to your individual Super Fund for Application.  
*# Strict eligibility criteria apply to all above applications.*

### **Education Maintenance Allowance (for children. Vic only)**

Only HCC Holders are eligible for this assistance.  
Apply through your School

### **Victorian Eye Care Service**

Will assist in cost of glasses every 2 yrs for HCC holders  
PH 0393497434

### **Smith Family Learning for Life Program**

Will sponsor and pay school costs for children from 6-10yrs  
Ph 0358215064

**Cancer Council Helpline. Financial help 13 11 20.**



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## **ACCESSING RESOURCES IN WANGARATTA**

### **Bond Loans**

Central Hume Support Services, 8 Chisholm Street, Wangaratta. Ph 5722 4129

### **Food and Material Relief Agencies**

Christian Emergency Relief, Anglicare building, 24 Ely Street, Wangaratta. Ph 5721 9088  
St Vincent De Paul Society, cnr Docker & Baker Streets, Wangaratta. Ph 5722 4959

### **Gamblers Help Financial Assistance and Counselling**

Upper Hume Community Health, Wangaratta. Ph 1800 657 573

### **Housing**

Office of Housing (DHS), 43-47 Rowan Street, Wangaratta. Ph 5722 0555  
North East Support & Action for Youth (NESAY), 86-90 Rowan Street. Ph 5720 2201  
Rural Housing Network, 1<sup>st</sup> Floor, 40-42 Rowan Street, Wangaratta. Ph 5722 8000

### **No Interest Loan Scheme NILS**

Loans for whitegoods and household furniture

Wangaratta & District NILS, Anglicare building, 24 Ely Street, Wangaratta. Ph 5721 9088  
St Vincent de Paul Society, cnr Docker & Baker Streets, Wangaratta. Ph 5722 4959  
Women's Health Goulburn North East, 57 Rowan Street, Wangaratta. Ph 5722 3009

### **Telstra Vouchers**

Telstra has distributed \$25 vouchers to community agencies to assist with  
**MOBILE PLANS & LAND LINES.** These agencies are:

Anglicare financial counselling program, 24 Ely Street, Wangaratta. Ph 5721 9088  
St Vincent De Paul Society, cnr Docker & Baker Streets, Wangaratta. Ph 5722 4959  
UMFC financial counselling program, 36-38 Mackay Street, Wangaratta. Ph 5720 0000

### **Tax Help**

Open Door Neighbourhood Centre, 61 Burke Street, Wangaratta. Ph 57219175  
Anglicare, 24 Ely Street, Wangaratta. Ph 57219088

### **Victorian Patient Transport Scheme**

Provides partial reimbursement for travel costs over 100 km for medical appointments  
Department of Human Services, 43-47 Rowan Street, Wangaratta. Ph 5722 0555

### **Youth**

North East Support & Action for Youth (NESAY), 86-90 Rowan Street. Ph 5720 2201



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## **FINANCIAL HARDSHIP INFORMATION**

### **Utilities**

#### **All Energy & Water companies must have Hardship Policies**

**TRU Energy Customer Welfare Team 1800 558 643**

**AGL: request "Staying Connected" Program phone 131 245 or 0392 219 210**

**Origin: request the "Power On" Program  
Nat Gas & Elect 132 461 LP Gas 132 462**

**Country Energy "Country Support" Dept 1800 651 705**

**Red Energy request "Customer Care" Dept 131 806**

**Energy Australia 138 808**

**North East Water 1300 361 633**

**Sustainability Victoria 1300 363 744**

**Centrepay 1800 044 063**

Victorian HCC holders should contact supplier to see if you qualify for an Energy Relief Grant through the Dept of Human Services Concessions Unit Vic. If you have or are being threatened with disconnection and have no capacity to pay and are not eligible for the Energy Relief Grant contact the Energy and Water Ombudsman on 1800 500 509 immediately. Companies can be fined for disconnecting customers when they have been advised of customer's financial hardship and incapacity to pay bill. Customers can be paid up to \$200 for each day they are/were illegally disconnected

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### **Landline Phones**

**"Telstra Hardship Assistance Program" 1800 045 092**

**Optus Landline Financial Services 1300 301 395**



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## **FINANCIAL HARDSHIP INFORMATION**

### **Financial Difficulties**

Money Help 1800149689  
Web [www.moneyhelp.org.au](http://www.moneyhelp.org.au)

### **Consumer Issues**

Consumer Affairs Vic 1300 558 181  
(For CAV appointments in Wodonga & Wangaratta, phone 0357 236 400)  
Consumer Action Law Centre Vic 1300 881 020  
Credit Helpline NSW 1800 808 488  
Consumer Credit Legal Service NSW 1800 808 488

### **Ombudsman Complaints**

Telecommunications Ombudsman 1800 062 058  
Financial Ombudsman Services 1300 780 808  
Energy & Water Ombudsman 1800 500 509

### **Bankruptcy**

Insolvency Trustee Service Australia 1300 364 785

### **Centrelink & Welfare Related Issues**

Welfare Rights Unit Vic 1800 094 164

### **Legal Issue**

Vic Legal Aid 1800 677 402  
UMFC Community Legal Service Wodonga 6056 8210

### **Child Support Matters**

Child Support Legal Service 1800 677 402  
Child Support Agency 131 272

### **Taxation, Super & Investment Issues**

Australian Securities and Investment Commission ASIC 1300 300 630  
National Information Centre on Retirement Investments NICRI 1800 020 110  
Taxation Office 132 861  
ATO Debt & Lodgements 131 142  
ATO Super 131 020

### **Fines**

Infringements Court 1800 150 410  
“Special Circumstances” Revocation Information Legal Aid 1800 677 402