



This Information Provided by the Financial Counselling Service
Upper Murray Family Care Wodonga
Phone 02 6055 8000

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 repair or replacement of faulty essential household items
(HCC Holders Only)#
Or DHS Ph 1800 658521 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 WODONGA

Food and Material Relief Agencies

St Stephen Uniting Church. Cnr Nilmar & Beechworth Rd Ph 60 242108
Salvation Army the Citadel 210 Lawrence St Wodonga Ph 60 242886
St Vincent De Paul. Ph 60 243493

Community Café and low cost, pre-cooked meals Open Tues & Fri's
Salvation Army, the Citadel, 210 Lawrence St Wodonga Ph 60 242886

Telstra Vouchers (Vic Only)

Telstra have distributed \$25 vouchers to community agencies to assist with
MOBILE PLANS & LAND LINES. These agencies are:
UMFC Financial Counselling 29 Stanley Street Wodonga Ph 60 558000
Salvation Army the Citadel 210 Lawrence St Wodonga Ph 60 242886
Central Hume Support Services 13 Mint St Wodonga Ph 60 437400
St Vincent De Paul Ph 60 243493

No Interest Loan Scheme NILS

Loans for whitegoods and household furniture
St Stephens Church Cnr Nilmar & Beechworth Road Wodonga 60242108
Salvation Army the Citadel 210 Lawrence Street Wodonga Ph 60242886

Gamblers Help Financial Assistance and Counselling

Upper Hume Community Health. High Street Wodonga 60 228888

DHS Bond Loan Scheme

DHS Office of Housing. Astra House Wodonga Ph 60 557777

Housing Establishment Fund HEF

Assistance with Rent or Temporary Accommodation
Rural Housing. 82 High Street Wodonga ph 60 559000

Victorian Patient Transport Scheme

Reimbursement for travel costs over 100 kms to medical appointments
DHS Astra House Wodonga Ph 60 557777

Tax Help

Upper Hume Community Health. High Street Wodonga Ph 60 228888



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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

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

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

Tax Help UHCH Wodonga 0260 228 888
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