

Are you having trouble paying your energy bills?

We can help you to:

- understand your energy bill and other energy issues
- ensure you are receiving your energy concession
- get help from your retailer to pay your energy bill or to fix a billing error



How do I start?

Call us on **1800 512 341** for further information or to book a face-to-face appointment. Our intake worker will assess your needs.

Cultura Financial Counselling

Phone: **1800 512 341**
25-41 Arunga Avenue
Norlane 3214

The Energy Hardship Program is part of Cultura's Financial Counselling Service and supported by the Victorian Government.

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Multicultural Community Services Geelong trading as Cultura.

Energy Hardship Program



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Cultura Energy Hardship Program

Cultura is committed to assisting you when you are experiencing financial hardship. Our program helps people who are experiencing hardship and are finding it difficult to manage their energy bills.

What does hardship / payment difficulty mean?

Hardship is when you would like to pay your energy bills, but you do not have the means to do so. Whether this is a short-term or a long-term situation, or a situation that is ongoing, our Energy Hardship program will aim to assist you in managing your energy bills.

You might be experiencing hardship because of factors such as:

- Reduced income
- Prolonged illness or household illness
- Death in the family
- Family and domestic violence
- Unemployment
- Cultura understands that falling on times of financial difficulty can happen to anyone and there may be circumstances that make it harder for you to pay your energy bills.

Can you help me?

You are eligible if you meet any of these criteria:

- You are experiencing hardship as a result of COVID-19
- You have received JobSeeker or JobKeeper
- You have an energy concession or are eligible for one
- You have a health condition or disability
- You are experiencing energy-related hardship
- You have trouble paying or understanding your bills

If you're not sure if you are eligible, please give us a call to enquire.

How can you help?

Cultura can assist you with energy-related hardship, including:

- Request a payment extension
- Entry into retailer's payment difficulty program
- Fixing billing errors with the retailer
- Applying for Victorian state government assistance through the Utility Relief Grant Scheme (URGS)
- Applying for an energy concession or requesting a concession be backdated for 12 months
- Basic budgeting support (e.g., working out what payment plan would be affordable)
- Helping make a complaint (e.g., to a retailer or EWOV - Energy & Water ombudsman)
- Referrals to financial counselling services

Cultura can provide you with Energy literacy:

- How to understand your energy bills and better manage your home energy usage to lower bills
- Participants will also be referred to other services where needed (including to Cultura Financial Counsellor's for further financial assistance)

