

Utility Hardship Support Package

October 2020



Energy Affordability Team



What is the Utility Hardship Support Package?

- In response to COVID-19, in May 2020 the Victorian Government announced a \$3.7 million Utility Hardship Support Package to help social service organisations immediately connect energy customers who are experiencing hardship with available support.
- There are three programs under the package. All programs are now fully operational.
- Each program is working to provide a different level of support to meet the varying needs for energy customers experiencing hardship.

Programs Overview

Energy Simplified online events

Delivery Partner:
Consumer Policy Research Centre

Free online events for:

- (1) households to help people manage their energy bills
- (2) community workers to help their clients to manage their energy bills

How to access?

Visit energyinfohub.org.au

Financial Counselling Program

Delivery partner:
Community service organisations. Overseen by Consumer Affairs Victoria

10 additional financial counsellor positions in the Financial Counselling Program to help people manage their financial difficulties, including utility bills

How to access?

Phone 1800 007 007 (National Debt Helpline)
Visit moneysmart.gov.au

Energy Assistance Program

Delivery Partners:

- Brotherhood of St Laurence
- Australian Energy Foundation
- Uniting Vic Tas
- BehaviourWorks Australia

Energy advisers providing one-on-one support and advice to vulnerable Victorians to help them manage and reduce their energy bills

How to access?

Phone 1800 830 029
Visit support.bsl.org.au/energy-assistance-and-brokerage/