

Purpose of this form

The purpose of this form is to provide information to East Gippsland Water customers third-party assistance options available.

Privacy notice

Any customer experiencing financial hardship and/or family violence has the right to be treated with respect and sensitivity and have their circumstances kept confidential.

Customers experiencing financial hardship and/or family violence will be provided with information regarding the services of a free independent financial counsellor and/or other specialist support network.

We manage your personal information in accordance with the Information Privacy Principles that are set out in the Privacy and Data Protection Act 2014 (VIC).

You can get more information about the way in which the organisation will manage your personal information, including our privacy policy and the Information Privacy Act 2000 at <https://www.egwater.vic.gov.au/privacy>

Financial Assistance

Anglicare Bairnsdale

Available Services:

Financial Counselling – Offering non-judgmental, free and confidential financial information, counselling and advocacy.

104 Macleod Street, Bairnsdale

Ph: 1800 286 260

Email: fcpippsland@anglicarevic.org.au

Website: www.anglicarevic.org.au

GEGAC – Gippsland & East Gippsland Aboriginal Co-Operative

GEGAC offers a full range of holistic services for Aboriginal people that includes, but is not limited to medical, housing, community wellbeing, family support, education, employment and most importantly a place of cultural connection and representation for all Aboriginal people.

53 Dalmahoy Street, Bairnsdale

Ph: 5150 0700

Website: www.gegac.org.au

GUIDE TO SUPPORT SERVICES

Rural Financial Counselling Service (RFCS)

Providing agricultural industries and small rural businesses with free, confidential and independent planning and support services.

Ph: 1300 045 747

Website: www.ruralfinancialcounselling.org.au

National Debt Helpline

National Debt Helpline is a not-for-profit service that helps people tackle their debt problems. Professional financial counsellors offer a free, independent and confidential service.

Ph: 1800 007 007

Website: www.ndh.org.au

Money Smart

Helping Australians take control of their money with free tools, tips and guidance.

Website: www.moneysmart.gov.au

Family Violence Assistance

For any immediate threat or acts of violence call 000 and ask for police.

1800RESPECT

1800RESPECT is available for free, 24 hours a day, 7 days a week support people impacted by domestic, family or sexual violence.

1800RESPECT is the national domestic, family and sexual violence counselling, information and support service.

Ph: 1800 737 732

Website: www.1800respect.org.au

SafeSteps

Specialist support services for anyone in Victoria who is experiencing or afraid of family violence. Available 24 hours a day, 7 days a week.

Ph: 1800 015 188

Website: www.safesteps.org.au

MensLine Australia

MensLine Australia offers free professional 24/7 telephone and online chat counselling support for men with concerns about mental health, anger management, family violence (using and experiencing), addiction, relationship, stress and wellbeing.

Ph: 1300 789 978

Website: www.mensline.org.au

Specialised Support

QLife

Provides anonymous and free LGBTIQ+ peer support and referral for people in Australia wanting to talk about sexuality, gender, bodies, feelings or relationships. Phone and webchat open from 3pm – midnight every day.

Ph: 1800 184 527

Website: www.qlife.org.au

InTouch

A Specialist Family Violence Provider, supporting migrant and refugee women and their communities to move on from experiences of family violence and thrive. We provide case management, learning and development, Post-recovery initiatives, prevention projects and resource development, perpetrator Intervention and community legal centre.

Ph: 1800 755 998

Website: www.intouch.org.au

Assistance

Lifeline

A national charity providing all Australians experiencing emotional distress with access to 24-hour crisis support and suicide prevention services.

Ph: 13 11 44

Website: www.lifeline.org.au

Beyond Blue

Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age, wherever they live. Support is available 24/7.

Ph: 1300 224 636

Website: www.beyondblue.org.au

East Gippsland Water is committed to continual improvement in the manner it deals with customers experiencing financial hardship. East Gippsland Water will continue to attend and participate in industry forums to gain a better understanding of the issues that face low income and vulnerable customers in an effort to be better equipped to provide the necessary assistance.

East Gippsland Water's POL 020 Customer Support Policy and associated procedures will be reviewed at least annually to ensure they are adequate to meet changing customer needs.

East Gippsland Water will apply new learning's to improve services offered to customers to assist them in meeting their payment obligations.

Please visit our website at www.egwater.vic.gov.au or call us on 1800 671 841 Monday to Friday, between 8:30am and 5:00pm, excluding public holidays.