

# You are not alone. Help is available.



Many people find it tough to make ends meet at times. If you are finding it hard to pay your energy bills, here is what you can do to stay connected and get the support you need to get back in control.

## What should you do first?

Contact your energy retailer.

How can this help?

If you are having trouble paying your bills, contact your retailer and let them know. This will stop you from having your electricity disconnected. Your retailer is required to help you set up or change a payment plan. You can also ask to be put on a hardship plan, where you should be offered:

- flexible payment options
- help getting on a better energy plan (if applicable)
- tips to save energy
- information about what government supports are available.

## What can you do next?

Contact an Energy Accounts Payment Assistance (EAPA) provider.

How can this help?

The EAPA scheme can give people having trouble paying their energy bills up to \$400 to help. You can find a nearby EAPA provider at [www.energysaver.nsw.gov.au/media/1331/download](http://www.energysaver.nsw.gov.au/media/1331/download)

Use the ServiceNSW Cost of Living service.

How can this help?

The Cost of Living service can help you access the full range of rebates and assistance measures offered by the NSW Government. Phone 13 77 88, find the service online at: [www.service.nsw.gov.au/campaign/cost-living](http://www.service.nsw.gov.au/campaign/cost-living) or visit your closest Service NSW Centre.

Contact Energy and Water Ombudsman NSW (EWON).

How can this help?

If you have an issue with your electricity retailer that you can't resolve, EWON provides free and fair dispute resolution. Freecall 1800 246 545 or visit [www.ewon.com.au](http://www.ewon.com.au)

Speak to a financial counsellor on the National Debt Helpline.

How can this help?

The National Debt Helpline provides free and confidential financial advice to help you tackle any debt problems you might have. Contact the service on 1800 007 007 or visit [www.ndh.org.au](http://www.ndh.org.au)

# You are not alone. Help is available.

## What else can you do?

Sometimes people who are having trouble paying their bills are also dealing with other challenges. Whatever challenges you are facing, help is available.

Visit Ask Izzy at [www.askizzy.org.au](http://www.askizzy.org.au)

How can this help?

Askizzy can connect you with housing, a meal, money help, health and wellbeing services, family violence support, counselling and more. It is a great way to find a service near you to get the best help for your needs. You can access the service on some mobile phones even without credit or access to Wi-Fi.

Contact the Tenants Union NSW on (02) 8117 3700 or at [www.tenants.org.au](http://www.tenants.org.au)

How can this help?

The Tenant's Union can connect you to a local service for advice on your rights as a renter, how to resolve disputes with landlords, and how to get help to stay in your home.

Contact Link2home on 1800 152 152.

How can this help?

If you are worried about becoming homeless, Link2home can help work out what kind of help is needed and connect you with local services.

Contact the NSW Domestic Violence Line on 1800 65 64 63 or 1800 RESPECT (1800 737 732).

How can this help?

If you are experiencing family or domestic violence, these services can provide counselling, give you information about what you can do, and help you work out your options.

Contact LifeLine on 13 11 14, Beyond Blue on 1800 512 348, or the suicide call back service on 1300 659 467 [www.headtohealth.gov.au](http://www.headtohealth.gov.au)

How can this help?

If you are feeling distressed, these services will listen to you, offer support, and help you connect with other services. You can also visit [www.headtohealth.gov.au](http://www.headtohealth.gov.au) to find more resources to help you with your mental health and wellbeing.

Contact the Drug Info line on 1300 85 85 84.

How can this help?

This confidential service can give you information about alcohol or other drugs and help you work out how you can best support yourself or someone you're concerned about.

Contact Vinnies NSW on 13 18 12 or the Salvos at [www.salvationarmy.org.au/need-help](http://www.salvationarmy.org.au/need-help)

How can this help?

These services can offer financial or material assistance such as food, clothing, or household goods and advice. They will also help you connect with other local supports and services.

Delivered in  
partnership by:



St Vincent de Paul Society  
NSW  
*good works*

