

## School Payment Help

Contact your school Principal or Welfare Officer if you are experiencing financial hardship with school fees, books or uniforms

### Textbooks and Equipment

Parents are expected to provide required textbooks and equipment for their children. Many schools assist with buying and selling of second-hand books. Contact your school to discuss assistance as many will offer payment plans for fees and levies.

### Items or services schools can request payment for:

- Essential educational items, including text books, stationery and school uniforms.
- Optional extras such as excursions, materials for elective subjects, school magazines or extra activities. You can choose which (or any) services you need.
- Voluntary financial contributions that your school may ask you to make.

School Councils and Principals have been asked to make sure that no student is disadvantaged if parents cannot pay the voluntary contribution. If you feel pressured by the school to pay a voluntary contribution, or have any questions, phone the Department of Education and Training Victoria on **1800 338 663** or **email: [enquiries@education.vic.gov.au](mailto:enquiries@education.vic.gov.au)** or **website: <https://www.vic.gov.au/school>**

### Uniforms

Dress code is decided by the School Council - some schools have a uniform shop where new or second-hand uniforms can be purchased.

### Student Transport

Check if the school offers a free bus service. The Victorian Government may provide a conveyance allowance for students who live more than 4.8 km from their nearest school. Obtain more information from the school.

### ▶▶ State Schools' Relief

Phone: 8769 8400

Website: [www.stateschoolsrelief.org.au](http://www.stateschoolsrelief.org.au)

Email: [contact@ssr.net.au](mailto:contact@ssr.net.au)

Address: 1/8 Johnston Court, Dandenong South

May provide school clothing or footwear for children who attend government schools in Victoria. Funded by donations. Parents in hardship should first approach their Primary School Principal or the Welfare Officer in Secondary Schools to discuss needs.

### ▶▶ Saver Plus

Phone: 1300 610 355

Website: [www.anz.com/saverplus](http://www.anz.com/saverplus)

Email: [saverplus@bsl.org.au](mailto:saverplus@bsl.org.au)

A free program providing financial education and budgeting to help you manage your money. Open an ANZ Progress Saver account, and after 10 months the ANZ will match your savings (up to \$500) to help pay for education costs for you or your child. Check eligibility.



**Community Support Frankston**  
35 Beach Street, Frankston

**9783 7284**

Email: [csf@frankston.net](mailto:csf@frankston.net)

Web: [www.frankston.net](http://www.frankston.net)

**Our telephones are manned on:**

Monday, Tuesday, Wednesday & Friday  
9.30am - 3.30pm

and Thursdays - 12pm - 3.30pm

Community Support Frankston offers Frankston residents a telephone and email-based assistance service. You can call and speak with a worker, who will assess your current needs and discuss how we can provide Emergency Relief and essential supports to you.

If you don't have a phone - reminder that every Telstra payphone in Australia is now free to use, so please call us.

# Bill Payments & School Expenses

Updated January 2024

## In the Frankston Area



- **Bill Payments**
- **No Interest Loans**
- **School Payments**



**35 Beach Street, Frankston**  
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ABN 95 426 151 625

## Help with Bill Payments

*Always contact your provider if you are having difficulty paying your bills*

### ►► Concessions Information 1800 658 521

Register your Health Care or Concession Card with your utility provider to receive a concession on your bills. Regularly check your bills to make sure your concession is still being applied as most cards have an expiry date.

### ►► Centrepay

Centrelink provides Centrepay to people receiving payments from Centrelink. It is a free direct bill paying service where regular amounts are deducted from your Centrelink payment. For more information go to: <https://www.servicesaustralia.gov.au/centrepay> or call Centrelink to discuss a Centrepay arrangement on **13 28 50**.

### ►► Utility Relief Grant Scheme

Individuals in crisis may receive help with their utility bills (electricity, water, gas and LPG). You must demonstrate unexpected hardship and fulfil criteria as set down by the Department of Families, Fairness and Housing. For more information go to: [services.dffh.vic.gov.au/utility-relief-grant-scheme](https://services.dffh.vic.gov.au/utility-relief-grant-scheme)

Application forms are available from the Hardship Department of your utility provider.

Non-mains Utility Relief Grant Scheme can be contacted via the Victorian Concession Information line on 1800 658 521.

### ►► Telstra 1800 804 591

Use Centrepay to assist in making regular instalment payments.

Ring Telstra for more information regarding [Telstra's Access for Everyone Program](#)

### ►► Electricity and Gas

All companies provide options for budget management. These may include:

- Centrepay, Billpay or Direct Debit
- Assistance utilising an EasyPay card, which allows fortnightly regular payments.

Contact your electricity or gas provider for details of their *Staying Connected Programs*.

A current Pensioner Concession Card or Health care Card is needed for this service.

### ►► Water Rates 13 18 51

South East Water offers a Water Relief Scheme to assist with outstanding water bills in the case of financial hardship.

The scheme allows bills to be paid fortnightly or monthly via Centrepay.

### ►► Frankston City Council Rates 1300 322 322

If you are unable to pay your Frankston City Council rates on the due date, contact Council directly to negotiate if an 'Arrangement to Pay Order' is appropriate.

Each case is assessed separately by the Council Rates Department.

## No Interest Loans

### ►► No Interest Loans (NILS) 13 64 57

Check your eligibility for a [No Interest loan](#).

Loans are available for essential goods and services such as fridges, beds, washing machines, clothes dryers, car repairs and medical and dental procedures for up to \$1,500 and repayments are set up at an affordable amount over 12 to 18 months. Loans cannot be used to pay for food, rent, bills, cash or debts.

To be eligible, you must have a Health Care Card or Pension Card or be on a low-income, and have lived at your current address for more than three months and show you are willing and able to repay the loan.

[goodshep.org.au/services/nils/](https://goodshep.org.au/services/nils/)

## More Information

### ►► Moneysmart

The Australian Government Moneysmart website has information on services available for various situations, like trouble paying your mortgage or need urgent money help. There are also fact sheets, calculators, budget planners and other tools to help you manage money.

[moneysmart.gov.au/managing-debt](https://moneysmart.gov.au/managing-debt)

### ►► Community Support Frankston Brochures

For more information, request a copy of Community Support Frankston's "**Financial Counselling and Low or No Interest Loans**" brochure by contacting **9783 7284** or download a copy from our website [www.frankston.net](http://www.frankston.net).