

## SCHOOL PAYMENT HELP

### Education Maintenance Allowance (EMA)

Parents of children under 16 years may get help from the Victorian Government. The parent must have a Health Care or a Pension Card. Allowance is split evenly between the school and the parent/guardian and paid in two instalments. 1st instalment (70%) paid during Term 1 and the 2nd (30%) is paid during Term 3. Your portion of the instalment may be signed over to the school at any time.

### 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 school to discuss assistance.

### Uniforms

Dress code is decided by the school council; some schools have a uniform shop where new or second-hand uniforms can be purchased. Contact school to discuss assistance.

### Additional charges from the school:

- Materials and services that parents should provide or pay the school to provide (uniforms, textbooks, requisites);
- Materials and services that parents have the option of paying, if they choose to use them;
- School materials and services that are supported by voluntary contributions; as well as excursions or materials for elective subjects.

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 voluntary contribution, or have any further questions, please phone the Education Line and Referral Service on 1800 809 834.

### Student transport

If there is no free school bus 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 student's school.

### State Schools' Relief Committee Inc

**Website:** [www.ssrc.net.au](http://www.ssrc.net.au)

May provide school clothing and shoes **only** for children who attend government schools in Victoria. Funded by donations.

Parents should approach their Primary School Principal or Welfare Officer in secondary schools to discuss needs. Your School Principal will decide whether there is a genuine need.



**COMMUNITY SUPPORT FRANKSTON**

Inc. Reg. No. A0000431J ABN 95 426 151 625

Tailored information for Sole Parents  
Project funded by FaHCSIA

# Where to find assistance

March 2012

## In the Frankston area



- **bill payments**
- **financial assistance**
- **school payments**



**35 Beach Street, Frankston**  
**Phone: 9783 7284**

## **FINANCIAL ASSISTANCE**



### **Centrelink – Crisis payment**

**Phone: 13 2850**

In case of release from gaol, leaving residence and fleeing domestic violence, etc. You must apply within seven days of occurrence.

### **Credit Helpline**

**Phone: 1800 273 348**

### **Good Shepherd**

#### **Step Up Loan (NAB)**

**Phone: 9791 8344** through Dandenong CAB  
Subject to assessment, low cost, affordable loans available for whitegoods, furniture, education and essential medical items to people with a Health Care or Pension card who have lived at the same address for at least three months and are able to show payment history for rent and other household bills. Initial assessment required. Applications are assessed on an individual basis.

### **Consumer Affairs Victoria**

**Phone: 1300 558 181**

Investigates complaints about fraudulent, illegal or unfair trade or commercial practices regarding goods and services, including tenancy matters.

### **Frankston City Council**

**Phone: 9784 1888**

Free financial counselling for Frankston residents. Ring to make appointment.

### **Good Shepherd**

**Phone: 1800 999 712** (for appointment)

Free financial counselling in Frankston. South East Water clients only. Monday, Thursday, Friday. Must have an appointment.

### **Traveller's Aid**

**Phone: 9670 2873** Mon—Fri 9:30am– 2pm

May assist people who have to travel because of an emergency. Phone to make an appointment.

## **HELP WITH BILL PAYMENTS**



### **Centrepay**

Free direct bill paying service with regular amounts deducted from your Centrelink payment.

### **Electricity and Gas**

Assistance through the Easyway payment scheme. Contact your electricity or gas company for details. Payments can be made fortnightly, at the Post Office, by Centrepay or by Direct Debit from your bank account.

### **Frankston City Council Rates**

**Phone: 9784 1888**

If you are unable to pay your Rates by the due date contact the Council directly to negotiate monthly payment. Each case assessed separately.

### **Mortgage Relief (Dept. of Human Services)**

**Phone: 1800 134 872**

**Website:** [www.housing.vic.gov.au](http://www.housing.vic.gov.au)

An interest free loan of up to \$15,000 for up to two years may be obtained from the government. This loan is to assist with monthly payments and/or outstanding arrears. At the end of the two year period the loan must be repaid by monthly instalments.

### **No Interest Loan Scheme (NILS)**

#### **Women's Health in the South East (WHISE)**

**Phone: 9794 8677** Mon — Fri 9:00-5:00

No-interest loans up to \$1000, repayable within 12-18 months through Centrepay. Loans to buy electrical, household, whitegoods, medical and health needs, education expenses and other approved items. Loans available for:

- People who have experienced verbal, physical, emotional, economic, social or sexual harm within their family
- Low income
- Centrelink benefits or Health Care card
- Live in southern metro Melbourne

**Optus — Phone: 1800 505 201**

Payment by instalment scheme.

### **Telstra**

**Phone: 1800 804 591**- Access for Everyone

**Website:** [www.telstra.com.au/abouttelstra/commitments/](http://www.telstra.com.au/abouttelstra/commitments/accessforeveryone/index.cfm)

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Budget card available to assist in making regular instalment payments. Always contact your provider if you have difficulties paying your bills.

### **South East Water Rates**

**Phone: 131 851** Easy Pay card scheme to assist with an outstanding water bill in case of financial hardship.

### **Utility Relief Grants Scheme**

Individuals in crisis may receive one-time help with their utility bills (electricity, water, gas and LPG). Application forms are available from your gas or electricity company. Ring the Frankston City Council Financial Counsellor on 9784 1888 to assist you to complete an application. Non-mains Utility Relief Grant Scheme can be contacted on 1800 658 521.