

## SCHOOL PAYMENT HELP



### Education Maintenance Allowance

Parents of children under 16 years of age may get help from the Victorian Government through an education allowance. The parent needs to be in possession of a Health Care Card or a Pension Card. The 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.

### Student transport

Students who live more than 4.8 km from their nearest school may be eligible for transport support. If there is no free school bus the Victorian Government provides a conveyance allowance for those students. More information may be obtained from the student's school.

### 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.

### Uniforms

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

### 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 on **1800 809 834**.

## LEGAL ASSISTANCE



### Peninsula Community Legal Centre 9783 3600

Suite 1-4, 431 Nepean Hwy, Frankston.

### 9786 6980

2A Candlebark Cres., North Frankston.

The centre provides free legal advice, ongoing casework and educational activities; specialties are family law and child support.

### Victoria Legal Aid

#### 9784 5222

O'Grady Ave & Dandenong Rd, Frankston.

May provide assistance with criminal law, family breakdown, family violence and civil law matters. Advice without appointment Monday 1:30pm – 4pm & Friday 10:00am – 12:30pm. Family Law by appointment only – Mon, Wed and Friday mornings. Free publications available at the office. Interpreters can be arranged .

## COUNSELLING



### Child First Family Service 1300 721 383 (Intake service)

Information and referral, case management and support to families.

### Frankston Community Health Service 9784 8100

12 – 32 Hastings Road, Frankston  
Adults, families, couples, individuals.

### Grief Line

**9596 7799** (12 noon – 3:00am)

Telephone counselling for grief and loss.

### Lifeworks

**9783 7611** (Ring number for appointment)

345 Nepean Hwy, Frankston

General counselling for couples or individuals.

Loss and grief, families, anger management.

### Youth Resource Centre

**9768 1366**

Counselling for 12 – 24 year-olds.



# Where to find assistance

- bill payments
- financial assistance
- school payments
- legal assistance
- counselling



**FRANKSTON**  
COMMUNITY SUPPORT  
&  
INFORMATION CENTRE

68 Playne Street, Frankston  
Incorporation Registration No: A000431J  
ABN 95 426 151 625

INFORMATION CURRENT 27th JAN 2009

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

## HELP WITH BILL PAYMENTS



### CentrePAY

CentrePAY is available to people receiving Centrelink payments. It is a free direct bill paying service where regular amounts are deducted from your Centrelink payment. Please contact **13 1021** to make an appointment (closed National and State Public Holidays).

### Billpay @ Australia Post

Billmanager is ideal for managing household bills that come in regularly. With this plan you know what your monthly/fortnightly payments will be. Call Australia Post on **13 1816** for help.

### Capital Grants one-off assistance

This scheme provides one-off assistance to low-income families with defective appliances which have caused higher expenses. An emergency must exist. The Department of Human Services requires a referral, which may be obtained from a Financial Counsellor or the utility company. For assistance contact the Concessions Unit on **1800 658 521**. Health Care card, Pensioner Concession card or Gold Card is needed for this assistance.

### Electricity and Gas

Assistance with these bills can be obtained through the *Easyway* payment scheme. Contact your Electricity or Gas Company and ask about the scheme. Payments can be made fortnightly, payable at the Post Office or by Direct Debit from your bank account.

### Mortgage Relief

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. Ring the Department of Human Services on **1800 134 872**.

### Optus

Optus has an instalment payment scheme; contact them on **1800 505 201**.



### Rates

If you are unable to pay your Frankston City Council rates by the due date contact the Council directly on **9784 1888** to negotiate monthly payment. Each case is assessed separately by Council.

### Telstra

A Budget card is available from Telstra to assist in making regular instalment payments. Always contact your provider if you have difficulties paying your bills. Ring Telstra for more information regarding Telstra's *Access for Everyone* on **1800 804 591** or check the website [www.telstra.com.au/accessforeveryone](http://www.telstra.com.au/accessforeveryone)

### 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**.

### Water Rates

South East Water offers an Easy Pay card scheme to assist with an outstanding water bill in case of financial hardship. Ring South East Water on **131 851** for further advice.

## FINANCIAL ASSISTANCE



### Brotherhood of St Laurence Loans Program

Phone: **9770 1970**

Mon, Tues, Wed 9:00am - 5:00pm, or leave message. 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 and applications are assessed on an individual basis.



### Centrelink – Crisis payment **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 **9602 3800**

Mon – Fri 10:00am – 1:00pm; 2:00pm – 4:00pm.

### Consumer Affairs Victoria **1300 558 181**

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

### Consumer Action Law Centre **1300 881 020 (Legal Advice Line)**

Mon - Fri 10am – 1pm, 2 – 4pm  
Free advice and referrals on consumer credit matters such as contracts, hire purchase, consumer finance matters.

### Frankston Council **9784 1888**

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

**Good Shepherd  
9769 6281** (to make appointment)  
Free financial counselling in Frankston.

South East Water clients only. Wed, Thursday. Must have an appointment.

### Traveller's Aid **9654 2600**

Mon – Fri 8:00am – 5:00pm

May assist people who have to travel because of an emergency. You must ring to make an appointment.