



## What can I do if I don't have enough money to buy food or pay bills?

If you are struggling to buy food and pay your essential bills, you can access emergency relief. Emergency relief provides **food, food vouchers** and/or **part payment of bills for essential services** to people experiencing financial distress or hardship.

### How it works

Many community organisations in your area may be funded to support people living locally at times of financial distress or hardship. This support is called **emergency relief**.

The help available may vary between organisations – some may have food available, while others may have food vouchers or may be able to pay money towards essential bills like gas and electricity.

Some organisations can also arrange home visits, where local volunteers visit people in their homes and identify the most appropriate assistance given the person's or family's needs.

### How to access emergency relief

Your first step is to find out which organisations offer emergency relief in your area.

#### If you have internet access -

- o Go to [www.askizzy.org.au](http://www.askizzy.org.au) and enter your postcode. It will show you all of the services that you can contact in your area that have food parcels, food vouchers and/or assistance with bills.

#### If you don't have access to the internet -

- o Call the St Vincent de Paul on **1800 305 330** – they are open Monday to Friday, between 10am and 3pm, or
- o Call your local council to find your nearest emergency relief agency.



**Once you have found a local service, it is best to ring ahead first before visiting. This way, you can check -**

- o The opening hours
- o The kind of assistance offered
- o The eligibility criteria you must meet to access their emergency relief (for example, these may include having a health care card or living in a certain suburb).

## Help is available

For further assistance, please get in touch with a financial counsellor

**National Debt Helpline:** 1800 007 007 9.30am to 4.30pm

**Online chat:** <https://ndh.org.au> 9.00am to 8.00pm

Interpreters are available and there are no visa restrictions

Financial counselling is a free and confidential service offered by not-for-profit community organisations



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