

Western Sydney MRC (formerly Liverpool MRC) . **Emergency Relief** helps people deal with their immediate financial crisis situation in a way that encourages self-reliance. All clients must go through an assessment which will include financial budgeting to determine the support that is received. Financial assistance is not guaranteed. All information on this form is strictly confidential, and is to be completed by the referring agency.

Date of referral

SECTION ONE : PERSONAL DETAILS

First Name

Surname

Date of Birth Gender

Residential Address

Postcode

Home Phone Mobile

Email

Country of Birth Interpreter required? Yes No

Languages Spoken

Arrival to Australia

SECTION TWO : CLIENT'S SITUATION

Areas where assistance is needed

Summary of the current situation

SECTION THREE: ENERGY BILL ENQUIRY

If the client has requested assistance with energy bills, please check and undertake the following prior to submitting a referral:

Is the bill overdue? Yes No

Have other assistance options have been explored to support the customer with the bill including payment plans, Centrepay, payment extensions and support through the retailer's hardship program? Yes No

Is the customer is receiving the energy rebates they are entitled to? Yes No

Has the customer already received EAPA on their previous bill? Yes No

Please note when referring for energy assistance, the client referred must be named on the bill.

HEAD OFFICE
108 Moore Street
Liverpool
NSW 2170

EMERGENCY RELIEF REFERRAL



02 8778 1200



02 9601 1398



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Please email completed forms to referrals@wsmrc.org.au or contact us with any queries on 02 8778 1200.