

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  
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NSW 2170

EMERGENCY RELIEF REFERRAL



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Please email completed forms to [referrals@wsmrc.org.au](mailto:referrals@wsmrc.org.au) or contact us with any queries on 02 8778 1200.