

This policy applies to all residential customers residing at Burdekin Cascades or Home Hill Caravan Parks who find it hard to pay their energy bills due to hardship. This policy does not override any additional rights you may have under your relevant state or territory legislation (for example, under tenancy legislation).

You might experience hardship because of factors like:

- death in the family
- household illness
- family violence
- unemployment
- reduced income.

This policy explains:

- what we will do to help you manage your energy bills
- how we consider your circumstances and needs

You can ask a support person to contact us, such as:

- a financial counsellor
- someone who helps you manage your energy bills.

We need your permission to talk to your support person.

What we will do to help you

If you are struggling to pay your energy bills, call us for help as soon as possible. We are required to offer you a range of support, including payment plans, information about concessions and rebates, information about financial counselling and information about how you can use less energy.

Burdekin Cascades Caravan Park contact:

[On-site Managers for Belgravia PRO Pty Ltd: Melanie Stuttard and Pat](#)

Please see us in person at the office or around the park, call us on telephone 4783 1429 or email us at admin@burdekincascades.com.au .

Home Hill Caravan Park contact:

Managers – Grimsey's Aquatics Pty Ltd

Please see us in person at the office located at Home Hill Swimming Pool, or around the Park, call us on telephone 4782 2498 or email us at admin@homehillcp.com.au .

We are required to offer you assistance if:

- you tell us you are having trouble paying your bill
- you are referred to us by a financial counsellor or other community worker

We recommend you speak to us about hardship support if you have:

- a history of late payments
- broken payment plans
- requested payment extensions
- received a disconnection warning notice
- been disconnected for non-payment
- are eligible for a relevant government or non-government energy rebate, concession or relief scheme
- personal circumstances where hardship support may help. For example, death in the family or job loss.

You may have trouble paying your bills for different reasons. Please contact us so we can discuss your individual situation and work with you to find ways to assist you.

We will take into account all of your circumstances and, having regard to those circumstances, act fairly and reasonably. We will let you know what hardship support we can provide you within 4 business days from when your initial hardship support discussion with us took place.

If we agree to provide you with hardship support, we will talk to you about a payment amount that suits your circumstances.

If we deem you are ineligible for hardship support, we will provide you the reasons why.

We can send you a free copy of our hardship policy.

Payment Options

What we will do

There are different payment options available to exempt customers experiencing hardship, including payment plans.

If we agree to provide you with hardship support, we will offer you flexible payment options to suit your individual situation.

To make your payment plan, we will consider:

- how much you can pay
- how much you owe
- how much energy we expect you will need to use in the next 12 months or for the duration of your tenancy if your tenancy agreement is less than 12 months.

This will help us figure out a payment plan that is right for you. We will offer a payment plan to suit your situation.

Once we agree to a payment plan, we will send you information including:

- how long the payment plan will go for
- the amount you will pay each time
- how many payments you need to make
- when you need to make your payments (this is also called the frequency of the payments)
- how we worked out your payments.

If you miss a payment, we will contact you to see if you need help.

What you must do

Tell us if your situation changes and you can no longer make the payments in your plan. We can then review your payment arrangements.

Let us know if another payment method may help you maintain your payment plan. We offer the following payment methods:

- Cash
- EFTPOS
- Credit card

Tell us if your contact details change.

We may stop helping you if you:

- stop making payments under your plan
- do not tell us when your contact details change.

If you have had two payment plans cancelled in the last 12 months due to non-payment:

- we do not have to offer you another plan
- we might disconnect your energy.

Other supports to help you pay your energy bill

Depending on the state or territory you live in, there are other supports to help you pay your energy bills.

What we will do

We refer you to the following websites that tell you about other ways you can get help to pay your energy bill, such as:

- Government relief schemes: www.qld.gov.au/community/cost-of-living-support/concessions/energy-concessions/home-energy-emergency-assistance-scheme
- Energy rebates: www.qld.gov.au/community/cost-of-living-support/concessions/energy-concessions
- Concession programs: www.qld.gov.au/community/cost-of-living-support/concessions/energy-concessions/residential-homes-rebates
- Financial counselling services: www.financialcounsellingaustralia

Other websites that can help you include:

- www.energy.gov.au
- www.moneysmart.gov.au

We will claim the energy rebate concession or support under a relief scheme on your behalf (if required to do so) as soon as practicable and if the claim is successful, we will credit the rebate, concession or support to your bill.

You can talk to a financial counsellor from anywhere in Australia by ringing the National Debt Helpline on 1800 007 007 (9.30 am – 4.30 pm Monday to Friday).

What you must do

If you find out you are eligible for these programs, let us know as soon as possible so we can help you.

We can help you save energy

Using less energy can save you money.

We hereby refer you to the Energy Made Easy website: www.energymadeeasy.gov.au

We will work with you

If we agree to providing you hardship support, we will not:

- charge late payment fees
- require a security deposit
- make changes to your plan without your agreement. For example, we will not put you on a shortened payment frequency unless you agree first.