



Hardship Policy

At iGENO, we understand that from time-to-time customers experience financial hardship and may need additional assistance and flexibility. Our Hardship Policy identifies and assists vulnerable customers to manage their energy usage and costs.

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1. Standardised Statement – Introduction

Introduction

This policy applies to all residential customers living in New South Wales (NSW) who find it hard to pay their energy bills due to hardship.

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
- your rights as a customer in our Hardship Program

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.

2. Objective of Hardship Program

Energy is an essential service, and iGENO believes financial hardship should not preclude customers from energy supply if they are willing to pay their bills but require some help and flexibility. This policy supports you to support yourself. We have a proactive prevention and intervention approach to hardship that help you to avoid disconnection due to inability to pay energy bills. We will champion intelligent prevention strategies that educate you and the wider community in the wise use of energy. Our intervention strategies intend to respectfully and compassionately support you once you have been identified as in financial hardship. Our Hardship Program will:

- treat you with sensitivity and empathy
- ensure payment arrangements are fair, flexible and affordable
- review agreements regularly
- provide access to financial counsellors
- disseminate information about government grants and concessions
- disseminate information on up-to-date energy efficiency practice
- offer energy auditing services
- maintain strong relationships with community stakeholders
- provide ongoing training for our staff to assist customers facing payment difficulties

3 What is Hardship?

iGENO defines hardship as customers who are willing to meet their financial obligations, but do not have the financial capacity to do so. In this policy, we differentiate between two types of customer hardship: short-term and long-term hardship.

3.1 Short-term Hardship

Customers experiencing short-term hardship are undergoing an unexpected and temporary change in circumstance, which has resulted in short-term financial difficulty. These customers generally require flexibility and temporary assistance, such as a payment extension, or flexible payment arrangements.

3.2 Long-term Hardship

Long-term hardship may be a result of a combination of low income and a change in circumstances or an unforeseen event, and may require a more formalised case management approach and additional assistance over a longer period.

3.3 Equitable Access and Transparency

iGENO is committed to equitable access to our Hardship Policy. Our policy is transparent and applied consistently. Our Hardship Policy is available to all iGENO residential customers who are willing but unable to pay any outstanding arrears through traditional payment options.

A copy of our policy is available on our website and information on our Hardship Program is further promoted to community agencies and financial counsellors to increase awareness of our program. Moreover, you can request a copy of Hardship Policy for free which will be sent by your preferred method of receiving written communication from us. If you have not indicated your preferred method of communication, we will send you a copy of Hardship Policy by post to the postal address you provided.

4 Hardship Program

iGENO, as your energy retailer, is obligated to assist you and maintain your access to the essential service of energy supply. We have systems in place that enable us to meet our obligations with respect to customer hardship in the National Energy Retail Law, the National Energy Retail Rules, the AER Customer Hardship Policy Guideline and this Hardship Policy.

We approach hardship with sensitivity and flexibility. We treat you as an individual, recognising that each customer has a distinct set of circumstances, and respond differently to the multitude of stresses that can result from hardship.

We employ proactive intervention strategies to identify customers in hardship. If you are facing financial hardship, we will:

- take into account all of your circumstances that we are aware of
- respect you and your situation
- act fairly and reasonably
- give you clear information about the assistance available under our Hardship Policy in timely manner
- provide entitled customers with flexible payment arrangement, information on grants, concessions and payment options in timely manner.

Our customers are directed to other avenues of support such as financial counsellors and community groups, and may be offered a home energy audit at no cost to them.

In iGENO's Hardship Program, if you have made agreements, you are protected from further credit and collection activity while you adhere to the agreements. We will advise you in writing at the commencement of this agreement of any terms and conditions that relate to our Hardship Policy. While participating in the program, your financial plans are reviewed regularly.

Disconnection of premises of a hardship customer due to inability to pay bills is always a last resort option. iGENO will not disconnect any residential customer while you are participating in our Hardship Program and communicating with us.

5 Identifying Hardship

iGENO encourages you to contact us directly, if you are experiencing financial difficulties in paying the energy invoices. Our contact details are provided on every invoice and notice we send you, so you can contact our trained staff who are specialised in handling your enquiries about iGENO's Hardship Policy and Hardship Program if you are having difficulty in paying your energy bills.

To really identify what the problem may be, we require you to tell us about your individual circumstances, and what is causing your difficulty in paying your bills. We will take into account all of the circumstances that you are experiencing and treat it fairly and reasonably.

We also understand some customers may feel uncomfortable discussing their financial situation. In this case, you can nominate a representative to speak to us on your behalf. This person can be someone who has a personal relationship with you or any other representative like a financial counsellor. You should contact us in the first place by providing the contact details of your representative and your consent by calling or writing to us. With your approval, we will engage with your representative as we would with you, consistent with your consent and instruction.

Some customers who are struggling financially may not actively advise us of their situation. Hence, we also employ strategies to proactively identify vulnerable customers, so that we can provide them with information and assistance. We are vigilant in monitoring our customers' payment history, especially late payments or unpaid bills, and take note of customers who have reoccurring patterns of government assistance payments or payment extensions.

iGENO's customer service team is specifically trained to identify payment history or call patterns that may indicate a customer is experiencing hardship. Our hardship specialists will work with you to find the best solution to your needs by proactively contacting you, gathering information regarding your circumstances and providing you with information relating to our Hardship Program.

When a payment is not received, a reminder notice is sent in line with our regulatory obligations. All reminder notices contain information about our Hardship Program and encourage you to contact us for more information on the program.

To assess your eligibility into our Hardship Program, we will review the following indicators:

- you have an active account with iGENO
- there are missed or late payments and debts alert to us through the credit and collection cycle
- your circumstances and capability of paying your bills and repaying your arrears
- your estimated usage over the next 12 months
- reliance on government assistance grants
- interaction between yourself and our staff
- the statements or advice provided by your financial counsellor

By considering all these indicators, we will determine if you are eligible for our Hardship Program, calculate and propose an affordable payment plan for you and provide you with clear information about other available assistances under the Hardship Program.

5.1 What We Will Do to Help You

We will tell you about our Hardship Program if:

- you tell us you are having trouble paying your bill
- you are referred to our program by a financial counsellor or other community worker
- we are concerned that you may be experiencing financial hardship.

We will recommend you speak to a staff member to help you join our Hardship Program if you have:

- a history of late payments
- broken payment plans
- requested payment extensions
- received a disconnection warning notice
- been disconnected for non-payment

We can also support you to join our Hardship Program if you tell us:

- you are eligible for a relief grant or other emergency assistance
- you have 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.

Our staff are specially trained to help you with hardship. Staff will:

- ask you a few questions about your circumstances
- work out if you can join the Hardship Program

We will assess your application for hardship assistance within 2 business days in writing or immediately by contacting our call centre.

We will let you know if you are accepted into our Hardship Program within *2 business days* from receipt of the application.

If you are accepted into our Hardship Program, we will:

- tell you if you are on the right energy plan or if there is a better plan for you
- tell you about government concessions, relief schemes or energy rebates you may be able to receive
- give you ideas about how to reduce your energy use
- talk to you about a payment amount that suits your circumstances.

We can send you a free copy of our Hardship Policy.

6 Early Response to Hardship

Once you are identified as being in financial hardship or need assistance in paying your bills, iGENO will, as soon as practical, provide you with assistance, including:

- refer your details to the hardship team
- assign your account to a hardship specialist who will:
 - review your payment history
 - review your market retail agreement and tariff
 - review your consumption history
 - contact you to identify the appropriate level of assistance required if any

The hardship team will advise you of the following assistance options that are available to you:

- payment extensions
- payment plans
- government grants and Centrepay
- assistance/ concession options
- financial counsellors
- energy efficiency information

- home energy audits

The hardship team will first help identify the assistance services which are most appropriate to your situation.

6.1 Payment Options

What we will do

There are different payment options available to hardship customers, including:

- payment plans
- Centrepay
- payment extension

When you are in our Hardship Program, 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 use in the next 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. This will include payments to cover:

- what you owe
- an amount to cover your energy use

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

- who you can contact for more help
- 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

You can choose to use Centrepay, if you are eligible.

Centrepay is a free service you can use to help pay your bills. Centrepay can automatically take an amount of money from your Centrelink payments to go toward energy bills and expenses.

We will see if another energy plan may be better for you. If you agree, we can transfer you to a better energy plan for free.

Depending on the rules in our Hardship Policy, we may be able to remove some debts, fees or charges you owe.

If you miss a payment, we will contact you to see if you need help. We will contact you by SMS the next business day after the payment is missed and by telephone within 7 days of the missed payment in an effort to bring the payment plan back on track or renegotiate new payment terms.

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.

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 because you did not follow your plan:

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

7 Limitations on Assistance

iGENO's goal for hardship customers is to help them with their energy needs and to provide support through our Hardship Program. Our Hardship Program has been developed to help our residential customers who are actively trying to do the right things by paying for the services that they receive. Business customers, as indicated by their tariff, are ineligible to this policy.

If a customer is deemed not eligible for our assistance, the reasons of rejection and clear explanation of eligibility will be given to the customer.

8 Commitments, Obligations and Responsibilities

8.1 iGENO's Responsibilities to Customers

All iGENO customers entering into our Hardship Program can expect to

- be treated fairly and compassionately
- negotiate an affordable payment plan
- receive information:
 - on grants and concessions
 - on financial counsellors
 - on efficient energy use
- not be disconnected whilst participating in the Hardship Program
- be excluded from our standard debt collection process
- be provided with a copy of this Hardship Policy upon request free of charge

To ensure the Hardship Policy easily accessible anytime and anywhere, the policy can be found and printed on iGENO's website www.igeno.com.au/financial-hardship-assistance. It is reviewed regularly to make sure the contents are up-to-date.

8.2 Customer's Responsibilities during the Hardship Program

In return iGENO expects that you on a Hardship Program will:

- work with us towards sustainable energy usage and repaying your energy account debt
- make agreed upon payments
- contact iGENO in the event you are unable to make an agreed payment
- inform iGENO when circumstances change

If you do not keep to these commitments, you may be removed from the program. It will result with returning your energy account to normal terms and conditions regarding debt collection and

disconnection processes. This is a step that we would rather not have to take, so it is vital that you keep in contact with us if you are experiencing any further hardship or change in circumstances.

If you have been removed from the Hardship Program due to non-payment (non-payment status is applied where more than one payment has been missed), you can be placed on a second Hardship Program without question. However, if you stop making payments (miss more than one payment) for the second Hardship Program in a 12-month period without consulting us, you may no longer be eligible to join a third program unless you can provide reasonable assurances that you will meet all payment obligations in the future.

9 How can the Hardship Program help?

Our programs and services

As a hardship customer, you can access a range of programs and services to help you: energy concessions and rebates, energy audits, energy conservation advice, incentivised arrangements, providing information on how to gain access to Energy Accounts Payment Assistance (EAPA) & financial planners, providing flexible payment plans and extensions.

What we will do:

We will consider your individual situation to find the right programs (e.g. concession programs) or services that meet your needs.

While you are on the Hardship Program, we will work with you to help you reach a sustainable position through a variety of measures. We will:

- tell you if you are on the right energy plan or if there is a better plan for you
- talk to you about the payment amount and make sure it suits your circumstances
- review your payment plan to make sure you are on track
- provide you with information where you can get free independent financial counselling
- help you to access to government concessions, relief programs or energy rebates that you may be eligible for
- make sure your energy supply remains connected while we continue to work together

9.1 Reviewing Market Retail Agreements

We want to check you have the right energy plan

What we will do

When you join our Hardship Program, we will talk to you about your energy use and whether you are on the right plan.

If we think there is a better energy plan for you, we will:

- explain why the plan is better
- ask if you'd like to transfer to the new plan for free

We will only talk to you about energy plans we can offer.

The iGENO team will review the appropriateness of your market retail agreement upon entry into our Hardship Program. Our staff will discuss the range of retail offers and agreements available, and recommend the most appropriate tariff available to you considering:

- any dedicated off-peak appliances
- your and previous tariffs (including network charges)
- agreement terms and conditions

The iGENO team will also review:

- your overall power usage

- your previous bills (if available)
- other relevant information provided by you

iGENO is committed to helping you to successfully complete the Hardship Program without delay and will continue to monitor consumption and usage patterns to ensure that you remain on the most appropriate tariff and will recommend further tariff changes if necessary.

The market retail contract review will be conducted at no cost to you and there will be no charge for transferring or terminating your previous retail contract.

If you receive Centrelink benefits, you may be transferred to a contract that allows payment via Centrepay.

9.2 Hardship Assistance Plans

iGENO is committed to working together with you to establish payment plans that are flexible, affordable and sustainable. We will discuss all payment options outlining your advantages and disadvantages, thereby allowing you to make an informed decision.

9.3 Flexible Payment Arrangements

Flexible payment arrangements may be offered to you, when you are experiencing either short-term or long-term hardship.

Payment Extensions are short-term extensions granted when you are unable to pay your current account on time. These arrangements are usually offered to customers experiencing short-term financial difficulty as a result of an unexpected but short-term change in their financial circumstance. Payment extensions/ arrangements allow you the flexibility to pay-off the account in either a lump sum or by instalments prior to the next bill being issued.

Payment plan extensions are payments that include current usage and overdue amounts and are paid off in instalments over a longer period of time, further reducing the instalment amounts compared to our standard payment plans.

Incentive payments are discretionary one-off account credits that may be provided by iGENO to reduce the amount owing on an account and to further encourage payments.

Rolling Balance: In certain circumstances, we are able to offer short-term relief to assist you in managing the cost of your current bill. We will do this by allowing you to pay an affordable amount of your current bill and then roll the remaining balance into your next bill. You will be placed on a short-term payment plan (single billing period) and will be required to make instalment payments towards your energy costs for this period to reduce the risk of you requiring further assistance once this period is ended.

9.4 iGENO Instalment Plan

iGENO instalment plan is a structured payment plan designed to encourage you to budget for the cost of your energy use and any accumulated arrears over a 12-month period.

This will assist you to manage the peaks of your energy use, taking into account your capacity to pay. You can pay for your annual energy use in equal instalments of monthly, fortnightly or weekly.

9.5 Centrepay

If you receive benefits or allowances from Centrelink, you are eligible to use Centrepay as a payment method. Centrepay automatically deducts payments of no less than \$10 from your benefits to pay your energy bill. There is no cost to you to use Centrepay, and you can halt deductions at any time by contacting Centrelink.

Further information can be obtained from Centrelink at <https://www.servicesaustralia.gov.au/>.

9.6 Monitoring and Reviewing Payment Plans

iGENO will review a payment plan if informed by you or your authorised representative when your circumstances have changed. We recognise not all customers will contact us if they are experiencing further financial difficulty. Although you may not have notified us of change of your circumstances, we will endeavour to maintain contact with you to ensure that the agreed payments continue to be appropriate and affordable.

Our staff will monitor your usage when you are in our Hardship Program. If you are paying less than your usage and accumulating debt, we will be in contact with you to discuss your energy consumption and may suggest you partake in a home energy audit to help identify where you can save energy.

9.7 Disconnection

At iGENO, disconnection only occurs as a last resort, however, we will not disconnect any residential customer while they are participating in our Hardship Program.

9.8 Other Assistance

We will work with you

If you have joined our Hardship Program, 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 collection cycle unless you agree first

10 Exiting the Hardship Program

You may leave the Hardship Program at any time upon request, on successful completion of the program, removal from the program, or if you change retailers. You will be returned to a normal customer status and will be subject to all your agreements standard terms and conditions.

You can contact us to re-enter the program at any time provided you remain eligible to do so.

11 Re-Entering Hardship Plans

If you have completed our Hardship Program and find that you still require assistance from the Hardship Program, you can contact us to discuss what options are available to you and where necessary re-enter the Hardship Program. There is no limit on how many times a person can access this program if you have successfully met the obligations of the program.

If you are removed from the program due to failure to adhere to your payment plan agreement, yet still require the assistance of our Hardship Program, you will need to contact our hardship team to re-enter the program for a second time. However, if you fail to adhere to your second hardship payment plan agreement, you may be declined to enter the Hardship Program on a third occasion.

12 Customers Not Eligible for the Hardship Program

If you are not experiencing financial hardship or not willing to meet your financial obligations, you will not be eligible for entry into our Hardship Program.

13 Energy Efficiency

We can help you save energy

Using less energy can save you money.

What we will do

When you join our Hardship Program, we can give you tips to use less energy. This can be different depending on the state or territory you live in.

Efficient energy use will reduce your bill, alleviating some of your financial burden. Many of you are unaware of the modifications you can make around your home or to your energy consumption behaviour, to help save money.

iGENO has a team to assist you and provide you with strategies to improve your energy efficiency.

The iGENO team is trained to identify customers with energy consumption issues and can give you advice about simple strategies to reduce your energy use to improve your energy efficiency that are most appropriate for your circumstances.

Further energy efficiency information can be found on iGENO's website at www.igeno.com.au.

14 Energy Auditing

Energy-consumption auditing pinpoints energy wastage from building structures, old appliances and/or the habits of householders. For example, fixing air leaks or draughty rooms and sources of heat transmission, installation of energy efficient lights and altering habits can save your money.

Our specialists will conduct an initial audit over the phone with you at your convenience. This will include a detailed audit of appliances and usage to help identify if there are any cost-effective options available to assist you in reducing your energy costs.

Based on the information provided by you and your historical information on consumption and patterns, our specialist will offer advice on how to improve energy efficiency in your home. If there is any unexplained usage or an indication that there may be a faulty appliance within the home, it may be necessary to arrange a home audit by an energy auditor. Energy auditor may also be suggested if consumption significantly increases while you are participating in the Hardship Program.

Home audits are completed for our hardship customers at either no or a reduced cost (depending on their location) if there is a clear indication of excessive or unusual consumption within the home and debt is high. A thorough high bill investigation will be conducted before determining if an energy audit is required.

You will be advised on what a home energy audit could reveal about your current energy consumption and provided an audit report recommending the appropriate changes that could be made to the household to improve energy consumption. Implementing the report action plan or recommendations may assist you to achieve increased energy savings and lower your energy bills, improve home comfort and air quality, better health and safety and reduce energy emissions.

If payment is required to complete a home audit, iGENO will obtain your verbal agreement to the charges and discuss available payment options prior to scheduling the home audit. iGENO will pay any initial costs incurred for the home audit and pass through agreed charges to you as a detailed goods and services charge on your next bill or as per your preferred payment option.

iGENO offers advice on how you can complete a home energy audit and where to locate your closest energy auditing kits from.

15 Appliance Replacement

If a faulty appliance is identified to be causing high energy consumption while speaking with you or during a home audit visit, our hardship specialist will refer you to the Government welfare agencies who will be able to assist in replacing or repairing their appliance(s).

Each case will be managed individually and further assistance may be required for you who are experiencing long-term hardship. iGENO can also help you source an affordable replacement or repair for faulty appliances through a third party.

16 Government Assistance and Rebates

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 will tell you about other ways you can get help to pay your energy bill, such as:

- government relief schemes
- energy rebates
- concession programs
- financial counselling services

What we need you to do

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

NSW customers can access the following grants and rebates:

- NSW Low Income Household Rebate
- Gas Rebate
- Family Energy Rebate
- Life Support Rebate
- Medical Energy Rebate
- Energy Accounts Payment Assistance (EAPA)

For further information, visit <https://www.service.nsw.gov.au/services/concessions-rebates-and-assistance>.

17 Financial Counselling Services

As consuming energy is generally not the cause of financial difficulty, customers experiencing hardship are often beset with multiple competing debts. Financial counsellors can assist you to manage your finances more effectively and represent you to discuss with iGENO.

iGENO refers you to accredited financial counselling agencies, who offer their services to you at no cost.

Financial counsellors can contact iGENO's hardship team directly on 1300 989 689 (8.30am to 6:00pm) Monday to Friday.

18 Communicating with Customers in Hardship

As part of iGENO's early response to identifying customers undergoing financial difficulties, iGENO will provide information about our Hardship Program to you on the payment reminder notice.

If you are participating in our Hardship Program, you will receive communication by iGENO by standard and/or electronic mail when:

- you enter the program
- your account has been reviewed
- there is a change in agreed payment plan or a change in energy use
- there is a late payment or no payment

iGENO will communicate with you via phone and mail for any failed agreed payments. When you are participating in our Hardship Program, you are obliged to communicate with the iGENO team on risk removal from the program.

18.1 Customers from Culturally and Linguistically Diverse Backgrounds

iGENO is committed to provide services and access to the Hardship Program for people from culturally and linguistically diverse backgrounds. To assist customers with low English literacy in communicating with us, an interpreter service is available at no charge on 131 450.

18.2 Customers without Internet Access

To assist customers without internet access in accessing to the information about the Hardship Program, customers can request a copy of Hardship Policy sending to them at no cost by the customer's preferred method of delivery when receiving written communication from us. If you have not indicated your preferred method of communication, we will send you a copy of Hardship Policy by post to the postal address you provided.

18.3 Customers with Disability

iGENO encourages you to directly contact us and discuss the options of assistance. For customers with hearing and speech impairments, National Relay Service is available and the contact details are listed in section 24.3 on this Hardship Policy.

18.4 Communicating with Customers in Remote Area

iGENO provides various communication methods including phone calls, letters, emails, live chat on our website, SMS etc. Customers in remote area can reach us by any of the above channels and we will follow up their case in their preferred method of communication.

19 Staff Training

All iGENO staff complete comprehensive training and refresher programs regularly to help understand and implement this policy. iGENO staff are provided training on how to identify and engage you when you require help from our Hardship Program in an empathetic and understanding manner. The staff are also equipped with the skills handling your queries about our Hardship Program through the training.

The training materials are reviewed regularly to ensure the contents are up-to-date and compliant with the requirements from the regulators.

20 Smart Meters

For customers with smart metering installed, iGENO abides by the regulatory obligations with regards to billing information, metering standards, data handling and privacy.

iGENO will inform you about tariff changes and efficient energy use. We will not remotely disconnect you after we identified you as experiencing financial hardship but not yet participating in the Hardship Program until we have contacted you and explained all options to you. You will have 5 business days to accept a payment agreement in our Hardship Program.

Once you have entered into our Hardship Program, all conditions outlined in this policy apply including monitoring and reviewing your energy-use behaviours to ensure you are on the most appropriate tariff.

Smart Meters will not be used as a credit management tool.

21 Reporting

iGENO will report to all relevant government licensing agencies on agreed hardship assistance performance indicators.

22 Complaints

iGENO works to resolve complaints upon a customer's first point of contact. If this is not possible, it will be escalated to the Customer Resolution team. To make a complaint, customers can phone 1300 989 689.

If you are unhappy with the outcome of the enquiry into your complaint, you can contact the relevant state Energy Ombudsman which is an independent and free service.

Energy and Water Ombudsman NSW (EWON)

Phone: 1800 246 545

Website: www.ewon.com.au

23 Privacy

iGENO is committed to respecting your privacy and protecting your personal information in accordance with the Privacy Act 1988 (Cth) and the National Privacy Principles.

Full details of iGENO's Privacy Policy can be accessed at www.igeno.com.au.

24 Contact Details

24.1 iGENO Pty Ltd

To contact our hardship specialists who are specifically trained to handle your enquiries about our Hardship Policy, Hardship Program and other information or assistance available to help you with payment difficulties, please contact:

By Post:	PO Box R241 Royal Exchange NSW 1225
By Email:	support@uss.igeno.com.au
By Phone:	1300 989 689

24.2 Interpreter Services

An interpreter service is available for customers whose first language is a language other than English.

Phone:	131 450
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24.3 National Relay Service

A TTY service is available for customers who are hearing impaired.

TTY:	133 677
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Speak & Listen:
SMS:

1300 555 727
0423 677 767