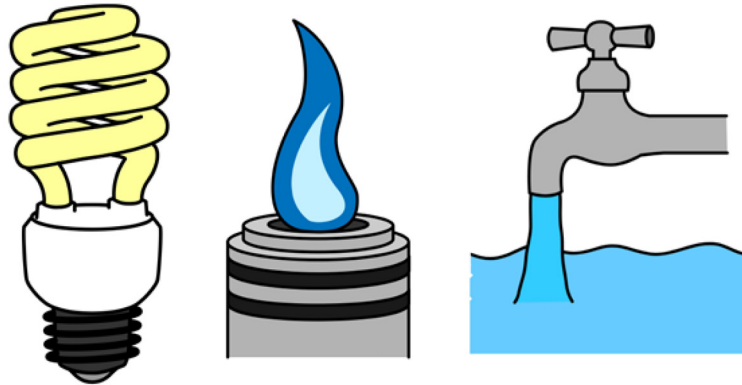




**ACT  
Civil and Administrative  
Tribunal**



# **Energy and Water Hardship Assistance Program**

**ACT Civil and Administrative Tribunal**



**Easy English**

## Blue words

Some words in this book are **blue**.



We write what the blue words mean.

## Help with this book



You can get someone to help you

- understand this book
- find more information.



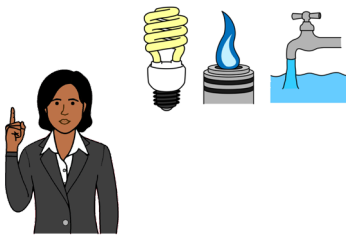
Contact information is at the end of this book.

## About this book

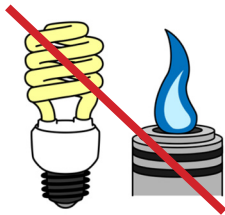


This book is from the ACT Civil and Administrative Tribunal.

We are also called **ACAT**.



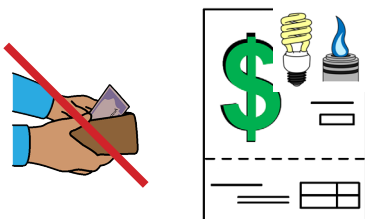
We can make decisions about your energy and water services.



This book is about what happens if you need help from ACAT if

- your electricity or gas has been cut off

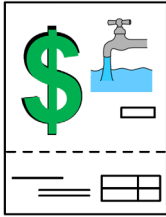
or



- you **cannot** pay your energy and water bill.

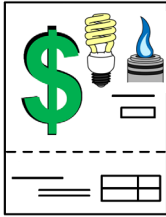
We call this our **Hardship Assistance Program**.

## When we can help you



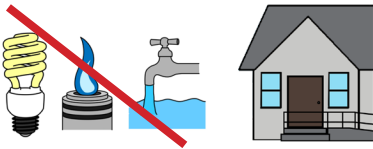
We can help if you do **not** have enough money for

- water bills

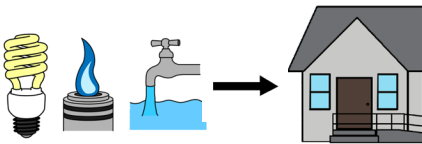


- **energy** bills.

Energy means electricity or gas.



We can help if a **service provider** cuts off energy to your home.



A service provider brings energy or water to your home.



We can only help you if

- you have already contacted the service provider



- the service provider said they **cannot** help you.

## How we can help you

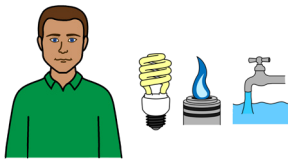


We can organise a **hearing**.

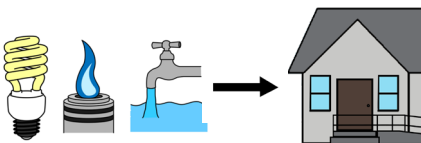


A hearing is a meeting between

- you
- the service provider
- ACAT.



We will talk about ways you can pay your bills.

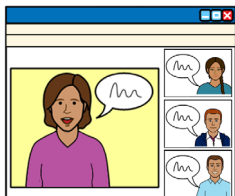


We can try to get the energy back to your home if it gets cut off.

## Where will the meeting be?



We can meet in person.



We can also have a meeting

- by video call



- by phone.

You can bring a support person.

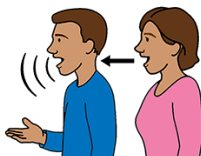


Your support person could be

- a family member



- a support worker



- an advocate

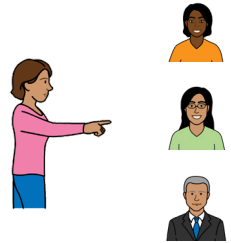


- a lawyer.

If you **cannot** come to the meeting you must tell us



- why you cannot come



- who will come to the meeting for you.

## What will happen at the meeting?



1	_____
2	_____
3	_____

ACAT might make an **order**.

An order tells you what **must** happen next.



<input checked="" type="checkbox"/>	_____
<input checked="" type="checkbox"/>	_____
<input checked="" type="checkbox"/>	_____

Everyone **must** follow the order.

The order will tell you what to pay.

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		



You might get more time to pay your bills.

You might be able to pay in small amounts

**S** **M** **T** **W** **T** **F** **S**

- every week

S	M	T	W	T	F	S

- every 2 weeks

S	M	T	W	T	F	S

- every month.



You might be able to use **Centrepay**.



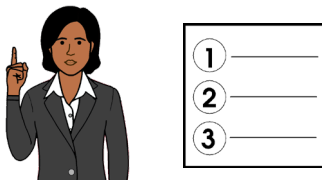
Centrepay means you can use your Centrelink account to pay your bills.



ACAT will make sure the payment is working for you.



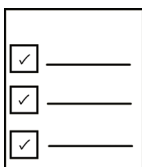
ACAT will meet with you to check how the payment is working.



The service provider **cannot** cut your energy if

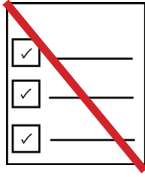
- ACAT makes an order

and



- you do what the order says.

## If you do not pay



If you do **not** follow the order, ACAT might stop making decisions about your energy and water.

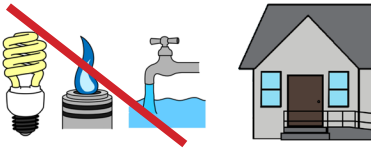


If you do **not** follow the order, ACAT will

- take away their protection



- pass you back to the service provider.



The service provider might cut off your energy.

## If you meet at our office



Look for the ACAT sign.



You must tell the person at the counter that you have arrived.



There will be a **security officer**.

Security officer means a person who



- checks you
- checks your bags



- makes sure everyone is safe.



You can ask us for help at any time.

## If you need accessibility support



We can help if you use

- a wheelchair

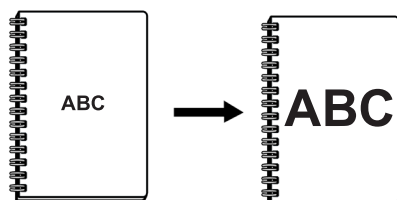


- a hearing aid



- a therapy dog

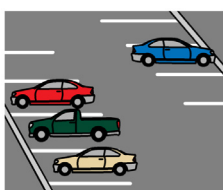
- an assistance animal.



We can print out documents in large letters for you.



Tell us if you need an interpreter.



Tell us if you need help with parking.



We will help you feel safe.

## More information



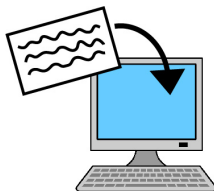
For more information contact ACAT.



Call            02 6207 1740



Website    [acat.act.gov.au](http://acat.act.gov.au)



Email            [acatenergyandwater@act.gov.au](mailto:acatenergyandwater@act.gov.au)



### If you need help to speak or listen

Use the National Relay Service to make a phone call.

You must sign up to the service first.



Call            1800 555 660



Website    [accesshub.gov.au/nrs-helpdesk](http://accesshub.gov.au/nrs-helpdesk)

## Notes

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