

# Utility Subsidy Program – Victoria

## How to submit your application

### What is utility subsidy support?

The Utility Subsidy Program provides support to help people meet their essential household utility needs like water, gas and electricity.

Australian Red Cross has received Victorian Government funding specifically to support people seeking asylum in Victoria who do not have access to utility concessions and are experiencing financial hardship.

An application for one-off support can be made if you are struggling to pay your utility bills, which will be assessed against the eligibility criteria at the time.

Utility subsidy payments are not income support. They are limited payments, and we know they may not meet all needs that you have.

### Before Starting Your Application

Before starting your application, review the eligibility criteria on the [Utility Subsidy Support website](#).

### How to Apply

This document provides step-by-step instructions for submitting your application via the [Utility Subsidy Support website](#). You will complete four steps, as outlined in Figure 1.



Figure 1. Four steps to submit your application

## Step 1: Start your application

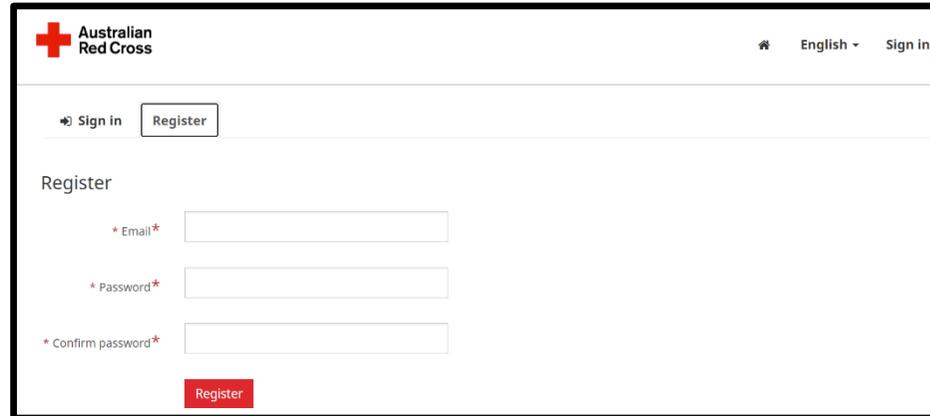
A. Visit the [VIC Utility Subsidy Program portal](#)

B. Register for an account with the Red Cross, by clicking on the **Register** tab

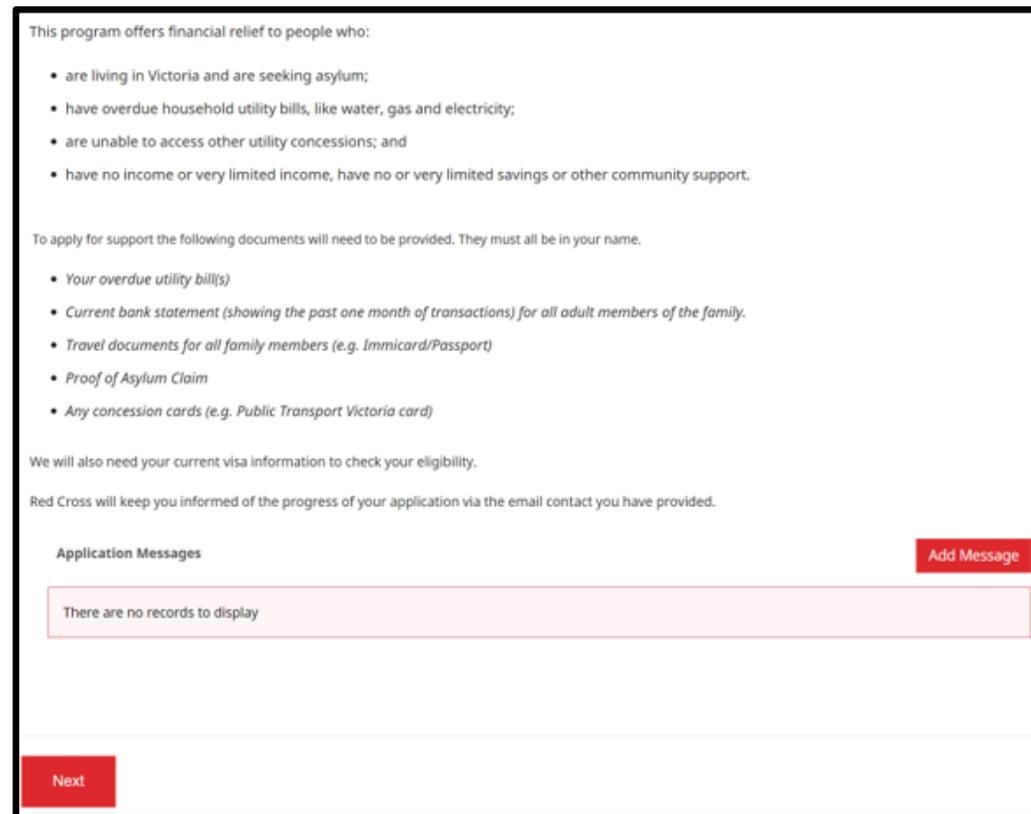
**Note:** You will need to create a password that is at least eight characters long that includes numbers, symbols, lower case, and capital letters.

C. Review the information provided and click **next**

**Note:** If you have already applied for Red Cross support through the Extreme Hardship Support Program and have an existing account you can log in with the same email and password.



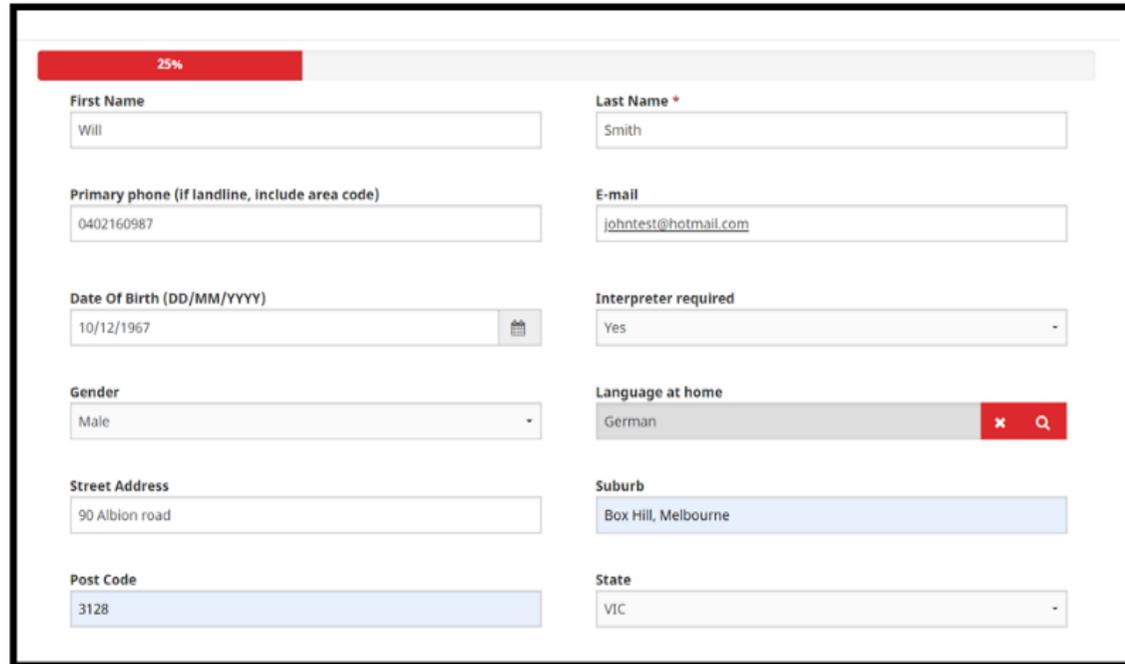
The screenshot shows the Australian Red Cross website's registration page. At the top left is the Australian Red Cross logo. To the right of the logo are the text "Australian Red Cross", a home icon, "English", and "Sign in". Below this is a navigation bar with "Sign in" and "Register" buttons. The "Register" button is highlighted. The main content area is titled "Register" and contains three input fields: "\* Email\*", "\* Password\*", and "\* Confirm password\*", each with a red asterisk indicating a required field. Below the input fields is a red "Register" button.



The screenshot shows the application eligibility and document requirements page. It starts with the text "This program offers financial relief to people who:" followed by a bulleted list of eligibility criteria: "are living in Victoria and are seeking asylum;", "have overdue household utility bills, like water, gas and electricity;", "are unable to access other utility concessions; and", and "have no income or very limited income, have no or very limited savings or other community support." Below this is the text "To apply for support the following documents will need to be provided. They must all be in your name." followed by a bulleted list of required documents: "Your overdue utility bill(s)", "Current bank statement (showing the past one month of transactions) for all adult members of the family.", "Travel documents for all family members (e.g. Immicard/Passport)", "Proof of Asylum Claim", and "Any concession cards (e.g. Public Transport Victoria card)". Below this is the text "We will also need your current visa information to check your eligibility." and "Red Cross will keep you informed of the progress of your application via the email contact you have provided." At the bottom of the page is a red "Next" button.

## Step 2: Tell us about yourself

- A. Enter your personal information into the form

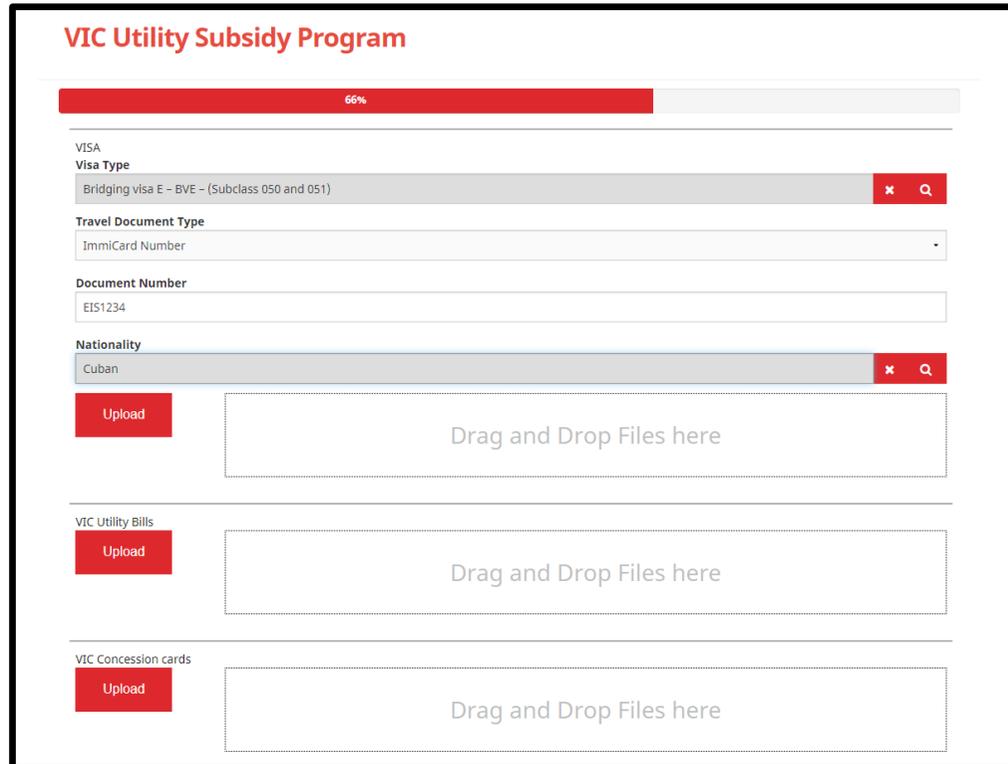


25%

<b>First Name</b> Will	<b>Last Name *</b> Smith
<b>Primary phone (if landline, include area code)</b> 0402160987	<b>E-mail</b> johnstest@hotmail.com
<b>Date Of Birth (DD/MM/YYYY)</b> 10/12/1967	<b>Interpreter required</b> Yes
<b>Gender</b> Male	<b>Language at home</b> German
<b>Street Address</b> 90 Albion road	<b>Suburb</b> Box Hill, Melbourne
<b>Post Code</b> 3128	<b>State</b> VIC

### Step 3: Upload supporting documentation

- A. Click **Upload** to provide copies of travel documents (e.g. passport, ImmiCard and/or visa application), all overdue utility bill notices (e.g. overdue water, gas or electricity bills) and Victorian concession cards (e.g. public transport concession card)
  
- B. When you finish uploading all the documents, click **Next** to proceed



The screenshot shows a web form titled "VIC Utility Subsidy Program". At the top, there is a progress bar indicating 66% completion. Below the progress bar, there are several input fields and sections:

- VISA** section: A dropdown menu for "Visa Type" is set to "Bridging visa E - BVE - (Subclass 050 and 051)".
- Travel Document Type** section: A dropdown menu for "ImmiCard Number" is currently empty.
- Document Number** section: A text input field contains "EIS1234".
- Nationality** section: A dropdown menu is set to "Cuban".

Below these fields, there are three distinct upload sections, each with a red "Upload" button and a "Drag and Drop Files here" area:

- VIC Utility Bills**: A red "Upload" button and a "Drag and Drop Files here" area.
- VIC Concession cards**: A red "Upload" button and a "Drag and Drop Files here" area.

## Step 4: Enter bank details and upload Bank Statements

- A. Enter your bank details, including:
- Account name
  - BSB number
  - Account number
- B. Click **Upload** to provide a copies of bank statements for all accounts held by all adult members of the family.

**Note:** Bank statements must be less than 2 weeks old (from the date the application is submitted) and cover one months' (four weeks) worth of transactions.

Where possible, original files should be uploaded for bank statements. Screenshots are only acceptable if they clearly show your name, account details (BSB and account number) and your current home address.

- C. When you finish uploading all the documents, click **Next** to proceed

**Please upload bank statements for all adult family members below**

For your own security, do not upload a credit card statement or a bank statement that contains a credit card number.

**Bank details**  
Payments can only be made to an Australian bank account.  
To determine eligibility please upload current bank statements for all adult family members ( including linked and joint accounts) that cover the past one month of transactions.  
Please confirm your banking details (name and account number) by entering them in the space provided.

Account Name

BSB Number

Account Number

**Documents to be submitted**  
No documents provided

## Step 5: Read the declaration and submit your application

- A. Read the declaration and confirm that the information you have provided is true and correct by **Ticking** the box, then click **Submit** to send your application to Red Cross.

### VIC Utility Subsidy Program

100%

By submitting this application you declare that:

1. All information that you have provided to Australian Red Cross as part of this application is true and correct.
2. If your application contains information or documentation believed to be false or misleading, including concealing any relevant circumstances, your application will be rejected.
3. You are not an Australian citizen or permanent resident, you are seeking asylum, have urgent needs and do not have access to any other forms of support at this time.
4. The funds provided to you will be used for their intended purposes, to address overdue utilities bills.
5. All personal information contained in your application will be collected and used as set out in our [Privacy Collection Notice](#).
6. Representatives of Australian Red Cross may contact third party organizations mentioned in your application to verify the information you have provided is correct and that those third parties may disclose such information to Australian Red Cross.
7. You understand that only one application per household will be considered.

By ticking this box, I confirm my understanding and acceptance of this declaration \*

[Previous](#) [Submit](#)

## What's next?

- Red Cross will check that your application is complete and correct, and contact you if any further information is needed.
- If you are not eligible, Red Cross will send you an email to let you know.
- If you are eligible, Red Cross will send you an email to let you know and make a payment directly into your nominated bank account.