



Government of Western Australia
Department for Child Protection
and Family Support

Contact information

To enquire about your eligibility for HUGS, you can talk directly to the utility provider:

Synergy	13 13 53
Horizon Power	1800 267 926
Water Corporation	13 13 85
Alinta Energy	13 13 58
Busselton Water	(08) 9781 0500
Aqwest	(08) 9780 9500
WorleyParsons Asset Management Pty Ltd	(08) 9072 1422
Financial Counsellors' Association of Western Australia Helpline	1800 007 007

Or, for more information about HUGS, contact:

HUGS Unit

Department for Child Protection and Family Support

189 Royal Street
East Perth WA 6004

Telephone: (08) 9222 2739
(08) 9222 2657
(08) 9222 2772

Email: hugs2@cpfs.wa.gov.au
Website: www.cpfs.wa.gov.au

HUGS

Hardship Utility Grant Scheme



Hardship Utility Grant Scheme

Feeling the pinch? If the bills are too much, the Hardship Utility Grant Scheme (HUGS) may be able to help.

You've always paid your bills, even in hard times. You've probably managed to keep up your bill payments, even if it has been difficult.

However, you shouldn't have to sacrifice your wellbeing to pay the bills. That's why there is HUGS.

HUGS is a State Government scheme administered by the Department for Child Protection and Family Support.

How does HUGS work?

HUGS can provide financial assistance to eligible applicants experiencing financial hardship to pay their water, gas and electricity bills, so that their supply is not cut off.

In order to help you, HUGS can pay up to 85 per cent of the bill, to the value of the grants limit.

There are three types of grants and the maximum amount payable depends on which type of grant you may be eligible for. The maximum grant amount also depends on whether you live above or below the 26th parallel (Carnarvon or the geographical area north of Carnarvon).

How do I apply?

You will need to contact your utility supplier (the list and contacts are over the page) to discuss your account.

If you're eligible, you will be asked to see a HUGS registered financial counselling service for a FREE assessment and application.

The Water Corporation, Synergy, Alinta Energy and Horizon Power can recommend an applicant for a normal HUGS grant in certain circumstances.

Visit a financial counselling service to apply for HUGS, or call the Financial Counsellors' Association of Western Australia FREE Helpline number 1800 007 007. Financial counsellors can assist with information and options to manage your household finances.

