

ENERGY ACCOUNT PAYMENT ASSISTANCE SCHEME (EAPA) SCHEME

The St Vincent de Paul Society provides EAPA vouchers on behalf of the NSW Government's Department of Planning, Industry and Energy (DPIE). The purpose of the EAPA Scheme is to assist people in short term financial crisis or an emergency to pay their home gas and/or electricity bill and stay connected to these essential energy services.

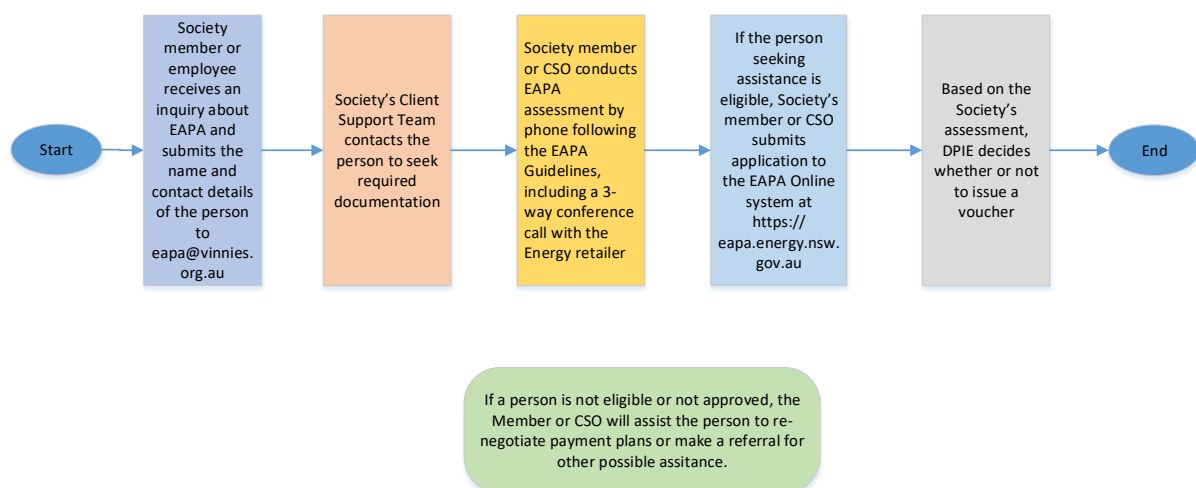
In response to COVID-19 pandemic and the social distancing measures in place, DPIE published the EAPA Phone Assessment Guidelines in anticipation of increased requests for assistance and the need to ensure ongoing access to EAPA.

The Society continues to provide EAPA vouchers to assist people with their electricity and/or gas bill. Members and employees are working together to ensure that inquiries are answered and people requiring EAPA assistance are assessed. Members who are interested in assisting with EAPA phone assessments should contact the **EAPA Champion** within their region or send an email to member.programs@vinnies.org.au.

Commencing 1st April 2020, the Society will assess all EAPA applications by phone. Should Members receive inquiries or wish to refer a person for EAPA assistance, please email the name and contact details of the person to eapa@vinnies.org.au so that the person can be contacted by an officer of the Society.

Below is a process flow to describe how the Society will respond to EAPA inquiries and requests

Process for EAPA Inquiries and Requests



EAPA CHAMPIONS

The EAPA Champions are employees of the Society who are based locally and are in close contact with Members. Because they operate within the community, they are in a good position to provide timely support to Members in EAPA-related matters. EAPA Champions have responsibility for ensuring a smooth communication flow between the region and the State Office.

Region	Central Council	EAPA Champion	Contact Details
Metro	Broken Bay	Neeru Pradhanang	E: Neeru.pradhanang@vinnies.org.au P: (02) 9495 8311
	Parramatta	Lauraine Steward	E: Lauraine.steward@vinnies.org.au P: 0437 403516
	Sydney	David Murphy	E: david.murphy@vinnies.org.au P: 0403 649 561
North East	Maitland/Newcastle	Sarah Kemp	E: sarah.kemp@vinnies.org.au P: ((02) 4967 6277
	Lismore	Jessica Smith	E: Jessica.smith@vinnies.org.au P: (02) 6621 5835
North West	Armidale	Rosemary Fisher	E: rosemary.fisher@vinnies.org.au P: (02) 6762 6081
	Bathurst	Denise Martin	E: denise.martin@vinnies.org.au P: (02) 6362 2565
South	Wagga Wagga	Jacqueline Smith	E: Jacqueline.smith@vinnies.org.au P: :(02) 69231908
	Wollongong	Kathy Ferrif	E: Kathy.ferrif@vinnies.org.au P: (02) 9820 8223
West	Wilacannia/Forbes	Kelly Morgan	E: Kelly.morgan@vinnies.org.au P: 02 6862 5758

The State Office team liaises directly with the Department of Planning, Industry and Environment and cascades information to the regions through the EAPA Champions.

Name	Position	Contact Details
Marte Tagle	Manager, Membership Programs	E: marte.tagle@vinnies.org.au P: (02) 8622 0357
Priscila Valle	Programs Management and Reporting Coordinator	E: priscila.valle@vinnies.org.au P:
Christian Salandanan	Member Initiatives Partner	E: Christian.salandanan@vinnies.org.au P: 02 95680288