



Energy support at
Melbourne's public housing
high rises

Background

Since July 2022, DEECA and cohealth have partnered to provide energy affordability outreach at Melbourne's public housing high rise estates

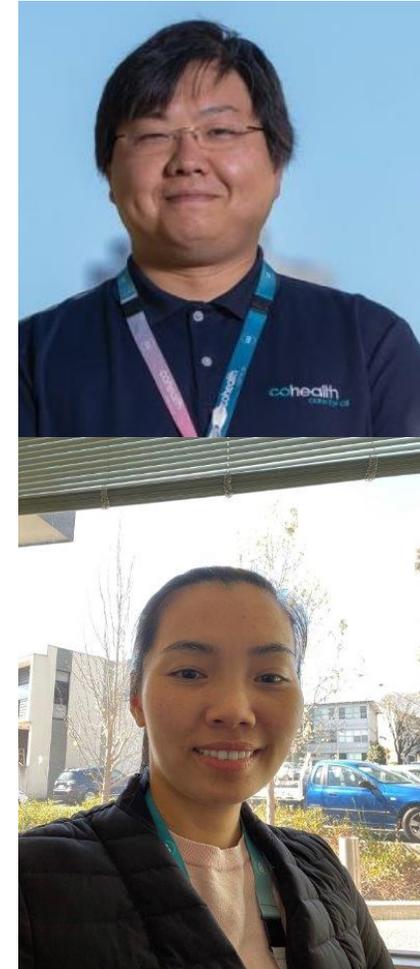


Energy,
Environment
and Climate Action



The approach

- Recruit lived experience bi-cultural workers
- Two-way referral process with cohealth community connector program
- Promotion through existing connections on site



Why support high rises?

High proportion of residents are:

- From CALD backgrounds
- Older people



Barriers

- **1 in 4** missing energy concessions
- **2 in 5** are behind on their energy bill
- **7 in 10** paying expensive rates

(Many people don't even get their bill)



Impacts on health

- Energy expenditure not the highest expense but significant stressor
- Contributes to deferred health care, such as oral health
- Residents abstaining from heating and cooling to save money; flow on health effects

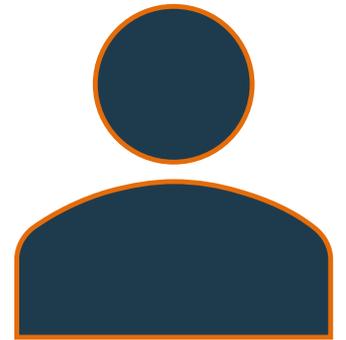


What we've done

- Completed over **2,900** applications for Power Saving Bonus (\$725,000)
- Supported over **2,100** residents with in-depth support:
 - **\$157,000** in savings switching to cheaper plans
 - **\$327,000** in debt relief (URGS)
 - **\$56,000** in concessions

Stories from the estates

1. Flemington resident who was living without power for 5 months
2. Collingwood resident with \$1,200 electricity debt



The future

When residents move into new builds, need to ensure they are:

- Aware of entitlements
- On an affordable energy plan

