



BRING YOUR BILLS · ANYONE COMING ALONG
bringyourbills.org.au

How to use the website

Finding a Bring Your Bills event and getting help with your bills

Bring Your Bills events are **free**. You just **walk in** — no appointment, no booking, no cost. Interpreters are there. This website is only here to help you find one.

1 Open the website

Open the internet on your phone or computer — whatever you normally use — and type this at the top:

bringyourbills.org.au

Then press Enter or Go.

2 The next event is right there

The first page shows the next event coming up: the date, the place, and what to bring.

The screenshot shows the homepage of the Bring Your Bills website. On the left, there's a purple box with the text "FREE · WALK IN · NO APPOINTMENT" in red, followed by "Free help with your bills." in large white and red font. Below this, it says "Meet your provider and get face to face information and advice about energy, water, phone and other bills — supported by interpreters. Bring what you have — we will take it from there." At the bottom of this box are three buttons: "Free", "Walk in", and "No appointment". On the right, there's a white box titled "NEXT EVENT" in purple. It lists the event as "Tue 25 August" from "10:30am to 3pm" at "Arthur Wren Hall", "18-20 Stuart Avenue Hampton Park VIC 3976". Below this are three buttons: a purple button with a checkmark and "Let us know you're coming", a green button with a calendar icon and "Add to calendar", and a white button with a location pin icon and "Get directions".

3 Find one close to you

Press **See all events**. Near the top there is a box called **“Find events near you”**. Type your postcode and press **Find nearest** — the list reorders so the closest one is first, and each event tells you how far away it is.

Or press **“Use my location”** and say yes when your phone asks.

Find events near you

Postcode (e.g. 31) Find nearest Use my location

Filter by region

< July 2026 > Today

Metro South West South Eastern North Eastern North Western Heads up / holiday One Full Call to discover

4 Look at an event

Press **View event details** on any event to see the full address, the times, and which services will be there. You'll also see:

Add to calendar — puts it in your phone's calendar with a reminder.

Get directions — opens the address in maps.

5 If you like, tell us you're coming

This is **completely optional** — you are just as welcome if you never do it. It only helps us book enough staff and interpreters.

You do not have to give your name. Name, phone and email can all be left empty. You can just tick what you need help with, and whether you'd like an interpreter.

Which event are you coming to?

Choose an event... ▼

Your name (optional)

Phone (optional) Email (optional)

Optional

☐ You can contact me about upcoming Bring Your Bills events

Only relevant if you've given us a phone number or email above — untick any time by emailing us.

How many people are coming (including you)?

Stuck? Ask BYB Helper

There's a purple bubble in the bottom corner of every page that says **Ask BYB Helper**. Tap it and type a question in your own words — when the next event is, what to bring, what happens on the day. Please don't type your name, phone number or account numbers into it. If it can't help, it will give you an email address for a real person.

What to bring on the day

- Any bills or letters you're worried about — on paper or on your phone.
- Energy, water, phone and internet bills. Rent letters. Fines. Loan or credit card statements.
- A concession or health care card, if you have one.
- **Nothing at all is fine too.** Nobody is turned away for coming with just a question.

What happens when you arrive

A concierge desk at the door asks what sort of help you're after and points you to the right person. Waits are usually short. There are private rooms if you'd rather not talk where people can hear — just ask.

Your privacy

You never have to give your name to get help. If you do leave your details, only SECL staff see them, they are never published, and you can have them deleted any time by emailing **byb@secl.org.au**. The plain-English version is at **bringyourbills.org.au/privacy.html**.

Don't use the internet much?

You don't need this website at all. Every event is free and walk-in — just come along on the day.