



QUICK GUIDE TO EASTLINK HARDSHIP ASSISTANCE

May 2026

Need help paying EastLink tolls or EastLink fines?

We are here to help

Life can be difficult sometimes. If you are having money problems, illness, job loss, family issues, or family violence, EastLink can help you.

We will:

- Listen to you
- Treat you with respect
- Try to find a solution that works for you

What is hardship?

Hardship means you cannot afford to pay your EastLink tolls or debt right now.

This can happen because of:

- Family violence (also known as domestic violence)
- Illness or disability
- Losing your job or less income
- Drug or alcohol dependence
- A death or accident
- Natural disasters
- Other big life changes

Family violence support

If you are experiencing family violence:

- Your safety comes first
- We keep your information private
- You can tell us how it is safe to contact you
- You can ask someone you trust to speak to us for you

How we can help you

If you are in hardship, EastLink may be able to:

- Give you more time to pay
- Set up a payment plan you can afford
- Reduce or cancel some EastLink debt
- Pause debt collection for a period
- Ask Fines Victoria to withdraw EastLink fines

Each person's situation is different.

How to ask for help

You can apply for hardship assistance:

<https://www.eastlink.com.au/hardship-assistance-application>

We will contact you within 14 business days. If your situation is urgent, please tell us.

Free help is available

If you need it, you can get free support from:

- Community legal centres www.fclc.org.au/find_a_community_legal_centre
- Financial counsellors www.fcvic.org.au/get-help
- Victoria Legal Aid www.legalaid.vic.gov.au

They can help you understand your options and talk to EastLink for you if needed.

Important advice

If you are repaying an EastLink debt:

- Try not to use toll roads
- Use toll-free roads instead
- This helps stop your debt getting bigger

You can set your phone or GPS map to **“avoid tolls”**.

Not happy with the outcome?

You have the right to complain. You can ask for a review by the EastLink Customer Advocate.

EastLinkCustomerAdvocate@connecteast.com.au