

# Apply for hardship consideration

## About this form

The fastest and easiest way to apply for hardship consideration is online. Visit our website and search for 'hardship'.

You can use this form to let us know you are experiencing financial hardship and unable to pay your rates and charges in full.

## How we can support you

We will consider your individual circumstances and try to find an arrangement that suits your needs.

It helps if you propose a sustainable payment arrangement that you can afford while you are in hardship.

Note, your hardship arrangement is not approved until you receive confirmation from us.

We may request more information from you before we establish an arrangement.

## What you need

- Your property address.
- Details of financial assistance you are receiving from the Australian Government.
- Information about your assets.

## How to return this form

In person: Civic Centre, 45 Princes Highway, Werribee

By post: PO Box 197, Werribee, Victoria, Australia, 3030

## More information

If you need help completing this form, call us on 1300 023 411.

We are open Monday to Friday from 8am to 5pm.

### Your details

**Given name:**

**Last name:**

**Phone number:**

**Email address:**

<b>Address of the property you pay rates for:</b>	Street:	<input type="text"/>
	Suburb:	<input type="text"/>
	Postcode:	<input type="text"/>
<b>Your postal address:</b> (if different)	Street:	<input type="text"/>
	Suburb:	<input type="text"/>
	Postcode:	<input type="text"/>
<b>Is this property your principal place of residence?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	

## Your financial hardship

<b>Are you receiving financial support from the Australian Government?</b>	<input type="checkbox"/> Yes (attach a copy of your card to this form) <input type="checkbox"/> No
<b>If yes, describe the financial support you are receiving</b>	<input type="text"/>
<b>Do you have assets or interest in assets over the value of \$10,000?</b> (excluding the home you live in, your primary transport or superannuation)	<input type="checkbox"/> Yes <input type="checkbox"/> No

**If yes, provide details**

**Have you received or are you receiving any sort of support or financial counselling?**

Yes

No

**If you are not receiving Government assistance, please describe your circumstances:**

## Proposed payment plan

Tell us how you want to structure your payment plan.

**Frequency:**

Weekly

Fortnightly

Monthly

**Instalment amount:**  
(\$)

## Privacy collection statement

We are collecting your personal information to assess if penalty interest charged on outstanding rates and charges will create extreme financial hardship under our Financial Hardship Assistance Policy.

The information will be used by us, and our contracted debt collection agency, for that purpose or a directly related purpose, but shall otherwise remain private within our organisation unless disclosure is required by law or consented to by you. You may apply for access and/or amendment of the information by writing to our Privacy Officer.

## Declaration

I declare that I am the ratepayer or I am authorised to submit this hardship application.

**Name:**

**Signature:**

**Date:**