



# Hardship Relief Application

## Debt Management and Hardship Policy

### ABOUT THIS FORM

This form is to be completed by ratepayers who are presently suffering financial hardship and wish to receive consideration with regards to the payment of their rates and charges and water accounts. The information provided by completing this form will enable Council to determine the eligibility for financial hardship support under Lithgow City Council's Hardship Policy.

### HOW TO COMPLETE THIS FORM

1. Please note that all fields on this form are mandatory and must be completed before submitting the application.
2. Once completed you can submit this form electronically, by mail, or in person. Please refer to the lodgement section for further information.
3. Ensure you include all supporting documentation to support your claim.

#### Applicant Details

<b>Title</b>	Mr	Mrs	Ms	Other:
<b>First Name</b>				
<b>Last Name</b>				
<b>Address</b>				<b>Postcode</b>
			<b>Email</b>	
<b>Mobile</b>				

#### Property or Account Details

<b>Council Rates Assessment or Debtor Number</b>			
<b>Property address</b>			<b>Postcode</b>
	The property for which I am claiming has been my sole/principal place of living since:		
<b>Are you currently employed</b>			Yes No
<b>Is this work:</b>	<input type="checkbox"/> Full time	<input type="checkbox"/> Part time	<input type="checkbox"/> Casual <input type="checkbox"/> Seasonal <input type="checkbox"/> Other

Flexible Payment Arrangement request – **to be completed by your licensed Financial Counsellor**

<b>Financial Counsellor Name</b>			
<b>Financial Counsellor ABN:</b>			
<b>Financial Counsellor Registration or Member Number:</b>			
<b>Financial Counsellor Address</b>			<b>Postcode</b>
<b>Financial Counsellor Phone</b>		<b>Email</b>	

<b>What is the cause of financial hardship? (e.g. unemployment, illness)</b>	
Brief description explaining financial hardship being experienced	
<b>Term of financial hardship (long term or short term)</b>	

For Council to approve financial hardship support, a suitable payment proposal must be in place.

<b>Commencement Date</b>			
<b>Payment arrangements</b>	\$	<b>Frequency</b>	<b>Weekly</b>
			<b>Fortnightly</b>
			<b>Monthly</b>
<b>Any other comments in relation to proposed payment arrangements?</b>			

Please note, this repayment proposal is not yet accepted by Council and is pending the assessment of this application.

Pension or Allowances

<b>Do you have a Pensioner Concession Card (PCC) issued by the Commonwealth Government?</b>	Yes	No
If 'yes', type of pension or benefit: ..... PCC Number (attach a copy)		
<b>Date of Grant</b>		
<b>Have you claimed a Pension Concession on any other property this year in any other local government area?</b>	Yes	No
If Yes (Please state the address of the property below)		

Declaration

- 1. I hereby declare that the information provided is true and correct at the time of completing this form.**  
**2. I agree to notify Council if my financial circumstances as outlines in this form change.**

<b>Signature of Applicant</b>		<b>Date</b>	
<b>Signature of Financial Counsellor</b>		<b>Date</b>	

Information for Applicants

- Council will ONLY accept this application if all fields are completed correctly and required information is provided.
- Council Officers may contact you to request additional information or to request a meeting to discuss this application in more detail.
- You are required to provide the following documents to support your application:
  - Bank, Credit Union or Building Society Statement/s

**LODGEMENT**

To assist Council in determining eligibility, applicants are advised that all parts of the application form must be completed in full. Incomplete application forms will be returned to the applicant. The completed form and supporting documentation can be returned to Council by either:

<b>Post:</b> Lithgow City Council PO Box 19 LITHGOW NSW 2790	<b>In person:</b> Lithgow City Council 180 Mort Street LITHGOW NSW 2790	<b>Email:</b> <a href="mailto:council@lithgow.nsw.gov.au">council@lithgow.nsw.gov.au</a>
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**Privacy and Personal Information Protection Act 1998**

The personal information collected in this application form is personal information for the purposes of the Privacy and Personal Information Act 1998 and will be collected, used and stored by Council in accordance with Council's [Debt Recovery/Hardship Policy](#).

Your personal information may be given to Council's Debt Recovery Agents to be used in conjunction with debt collection, if necessary.