

APPLICATION FOR COVID-19 FINANCIAL HARDSHIP ASSISTANCE

WHEN YOU CAN APPLY FOR FINANCIAL HARDSHIP ASSISTANCE

If you are suffering from financial hardship because of the COVID-19 crisis, you may be able to get assistance from Council. You may be eligible for assistance if:

- you can't pay one of the following to Council when they are due because of the COVID-19 pandemic:
 - your rates and charges (the charges that appear on a rates notice)
 - penalties and interest that Council has added to any overdue rates and charges
 - another Council fee, such as the fee for registering your dog, or
 - the amount of an infringement (fine) issued by Council, and
- Paying the fees and charges when they are due would cause you genuine financial hardship.

If the above applies to you, we encourage you to apply to Glenorchy City Council for assistance.

TYPE OF ASSISTANCE YOU ARE APPLYING FOR

If you are in genuine financial hardship, you can apply to Council for the following types of assistance.

Please let us know which one of these you would like to apply for (you can choose more than 1):

- more time to pay my rates and charges
- the removal of penalties and interest that Council has applied to my overdue rates and charges
- the waiver (removal) of another fee that I owe Council
- more time to pay a fine that has been issued by Council

Tell us about why you are applying for hardship assistance. You will need to show that you are in genuine financial hardship and that this has been caused by the COVID-19 pandemic. If you need to, you can write this on another page and attach it to your application.

EVIDENCE OF YOUR SITUATION

To help us assess your application, you will need to provide us with evidence that shows you are suffering from financial hardship. Please include one or more of the following (and tick the box next to what you have provided):

- Statutory Declaration from someone familiar with your circumstances (e.g. your family doctor, accountant, bank officer, welfare officer, Government agency).
- Bank statements which show you are experiencing financial hardship.
- Medical certificates or other evidence demonstrating the circumstances that have resulted in financial hardship being experienced.
- Evidence that you have lost your job or had your hours or salary significantly reduced (e.g. a letter from your employer or a separation certificate).
- Evidence that you have lost another main source(s) of your income or that it has been significantly reduced.
- Evidence that you qualify for Federal Government assistance in response to COVID-19.
- Documentary evidence showing that you have sought financial counselling.
- Other documentation demonstrating that you are experiencing financial hardship (please describe what you have provided, below):

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MAKING PAYMENTS TOWARDS YOUR RATES OR FEES

We understand that this is a very difficult time and you may not be able to pay right now.

However, if you can start making payments of your deferred rates and charges, Council fees or infringements, would you like to enter into a payment plan with us?

Yes No

If Yes:

When could you start making payments (provide a date)? _____

How often would you like to make payments?

Fortnightly

Monthly

How would you like to pay?

Direct Debit from your bank account

BPAY

BPoint (by credit card)

Centrepay

At an Australia Post branch

WHAT TO DO NEXT:

Please email your application and evidence to us at gccmail@gcc.tas.gov.au with Hardship Assistance Application as the subject. This will help us identify your application and get to it more quickly.

You can also post your application and documentary evidence to **Glenorchy City Council, Attention Customer Service, Hardship Application, PO Box 103, GLENORCHY, 7010.**

Once we get your application, we will contact you as soon as we can to confirm that we have received it and give you more information about when a decision will be made.

DECLARATION AND SIGNATURE

I confirm that the information provided within this Application for Financial Hardship is accurate, and there have been no misrepresentations or omissions of fact that would otherwise influence the review and decision of Glenorchy City Council.

Signature _____

Name _____ Date _____

PRIVACY NOTICE:

Council collects personal information to carry out its operations as a Tasmanian Local Government. This personal information may be used for other purposes permitted by law. The information may be shared with contractors and agents of the Council for this purpose, law enforcement agencies, courts and other organisations.

You do not have to provide your personal information but if full information is not provided the Council may be unable to action your application or request.