**FINANCIAL HARDSHIP APPLICATION**

The Shire of Goomalling is committed to supporting the whole community due and recognises that challenges sometimes result in financial hardship for our ratepayers and general debtors who receive services from the Council.

Financial hardship occurs where a person is unable to pay rates and service charges other fees or debtors without affecting their ability to meet their essential living needs, or those needs of their dependents. The Council recognises the likelihood that COVID19 will increase the occurrence of payment difficulties, financial hardship and vulnerability within our community.

To complete the Financial Hardship application, evidence of hardship is required, and debtors are encouraged to provide any information about their circumstances that may be relevant for assessment. A flexible approach will be taken to a range of individual circumstances including, but not limited to, the following situations:

* recent unemployment or under-employment
* sickness or recovery from sickness
* low income or loss of income
* unanticipated circumstances such as caring for and supporting extended family

If the Council determines a debtor is in financial hardship, the eligible debtor will be offered a payment plan based on their application which will comprise of the following:

* an extension in time to pay;
* a payment plan;

**Where hardship is as a direct result of COVID 19 interest charges and administration fees will not apply whilst the payment plan is in place.**

Please return applications via post to PO Box 118 Goomalling 6460, or, via email to [goshire@goomalling.wa.gov.au](mailto:goshire@goomalling.wa.gov.au) for review and assessment.

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| **Support Services Contact Information** | | |
| **Name** | **Phone** | **Website** |
| Government of Western Australia - Department of Health | 1800 020 080 | <https://ww2.health.wa.gov.au/Articles/A_E/Coronavirus> |
| HealthyWA | 1800 022 222 | <https://www.healthywa.wa.gov.au/> |
| Lifeline Australia  (personal crisis support services) | 13 11 14 | <https://www.lifeline.org.au/> |
| Australian Government Services Australia  (links to MyGov, Centrelink and Medicare) | 1800 020 080 | <https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19> |
| Financial Counselling Services | 1800 007 007 1800 612 004 or (08) 9964 7033 | <https://ndh.org.au/>  www.ruralwest.com.au |
| Ethnolink Language Services | 1300 727 441 | <https://www.ethnolink.com.au/covid-19-coronavirus-translated-resources> |