

Date Adopted November 2014
Date Reviewed December 2015
To be Reviewed December 2018

Fully compliant with Victorian
Charter of Human Rights and
Responsibilities Act 2006



POLICY TITLE FINANCIAL HARDSHIP POLICY

POLICY NUMBER POL/CORP234

PURPOSE

This policy provides a set of guidelines for the treatment of those customers whom are experiencing genuine financial hardship or are clearly having difficulty in meeting their financial obligations to Council.

SCOPE

This policy applies to Council employees whom have responsibility to consider applications for financial hardship.

POLICY

Council will consider all applications for Financial Hardship in a respectful, compassionate, fair, sensitive and confidential manner. Criteria for genuine financial hardship or a customer clearly experiencing difficulty in meeting their financial obligations to Council, is detailed in the Financial Hardship Procedure-PRO/CORP234

Decisions made on applications are subject to review by the Chief Executive Officer.

Where appropriate Council will refer customers to relevant counselling services for assistance.

RELATED POLICIES/DOCUMENTS

Debt Collection Policy- POL/CORP204

RELATED LEGISLATION

Local Government Act 1989

ATTACHMENTS

Financial Hardship Application Form
Financial Hardship Application - Appeal Form

Signed: Les McPhee

Mayor

Date: 16/12/2015