

Date Adopted November 2014
Date Reviewed April 2019
To be Reviewed April 2022

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



POLICY TITLE FINANCIAL HARDSHIP POLICY

POLICY NUMBER CPOL/CORP234

1. 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.

2. SCOPE

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

3. POLICY

Council will consider all applications for Financial Hardship, made in writing on the Financial Hardship Application Form, in a respectful, compassionate, fair, sensitive and confidential manner.

Financial Hardship Application Forms are available from Council offices or on Council's website, and can be lodged:

In person 45 Splatt Street, SWAN HILL
72 Herbert Street, ROBINVALE

Email council@swanhill.vic.gov.au

By post Chief Executive Officer
45 Splatt Street
SWAN HILL VIC 3585

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.

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4. RELATED POLICIES/DOCUMENTS

Debt Collection Policy- POL/CORP204

Financial Hardship Application Form

Financial Hardship Application - Appeal Form

5. RELATED LEGISLATION

Local Government Act 1989

Signed: Ann Young

Mayor

Date: 7/05/2019