

## Financial Hardship

Please read the Shire of Irwin's Council Policy *CP40 Financial Hardship for a declared State of Emergency* in conjunction with this application.

The Financial Hardship policy and associated documents provide for eligible Ratepayers to apply and be considered for assistance to meet Rates payment responsibilities.

### Eligibility Criteria

#### Are you eligible to apply?

Any Ratepayer experiencing difficulties in meeting their financial commitments is eligible to apply.

#### How is a decision made about my application?

Decisions about financial hardship applications will be assessed based on the information provided in the application form and attachments submitted. This information will be assessed against the requirements of the Shire of Irwin's Financial Hardship Policy and associated documents.

After you submit an application, we will contact you if we need more information.

### Privacy and Confidentiality

We understand that the information requested in this application is sensitive and we will treat it as confidential. This information will only be used in regard to your rates debt.

#### Right to have the decision reviewed

If you are not happy with our decision about your application, a decision review requests can be submitted to the Chief Executive Officer, who will consider your request and advise you of the outcome. Email your request to [dchandler@irwin.wa.gov.au](mailto:dchandler@irwin.wa.gov.au) or mail to PMB 21 Dongara, WA 6525.

If you are still unhappy with the decision and outcome of your appeal, you can seek advice from Ombudsman WA – check the website [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au) or Phone 08 9220 7555, Freecall 1800 117 000 or email [mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)

#### Do you need help to make an application?

Contact our *Rates Department* on (08) 9927 0000 or via email [rates@irwin.wa.gov.au](mailto:rates@irwin.wa.gov.au) and one of our friendly staff will be able to assist you.

We can assist you over the phone, in a face to face appointment or we can connect you with other financial counselling or community support agencies to meet your needs.