

City of Greater Dandenong

Rates and Charges Hardship Application

Waiver of Rates and Charges



If you own land in the City of Greater Dandenong you will be required to pay council rates. However, if you would suffer severe financial hardship as a result of paying council rates, you may apply for relief. Relief in some instances, can take the form of waiving some component of the outstanding council rates and charges. Details of this are provided for in council's Rates and Charges Hardship Assistance Policy which can be viewed on council's website www.greaterdandenong.com.

Address of Property: _____

Property Number: _____

First name: _____ Last name: _____

Current address: _____

Suburb: _____ Postcode: _____

Phone number/mobile: _____ Date of Birth: _____

Email address: _____

See reverse side of form for guidelines on wavier of rates due to severe hardship

Amount of current rates & charges outstanding: _____

Amount of waiver sought: \$ _____ (maximum \$750)

Have you sought advise from a Financial Counsellor: _____ ☐ Yes ☐ No

If yes, please attach details.

Please note that applications will not be able assessed without supporting documentation and evidence.

Provide evidence and description of your severe financial hardship circumstances:

(Note: If you have further information, please attach letter).

I certify that the information provided is true and correct.

Signature: _____ Date: _____

City of Greater Dandenong

General Information on Waiver of Rates and Charges due to Hardship



Applicants must be the legal owner of the property or hold a life tenancy under a valid legal document, and the property must be their primary place of residence. Applications from tenants of residential, commercial, or industrial properties will not be considered, as the legal responsibility for rate payments remains with the property owner under the Local Government Act 1989

Cases of Hardship

Council will only consider the waiving of rates and charges in extreme circumstances.

- 1** All applications for a waiver of rates and charges due to financial hardship need to be lodged in writing with supporting evidence/documentation.
- 2** Waivers are only offered on rates and charges that are levied by Council and not State Government charges (Emergency Services & Volunteers Fund/ Landfill Levy).
- 3** Waivers can only be successfully granted once in a 12-month period.
- 4** Waivers are limited to \$750.00 where the maximum waiver is considered under exceptional circumstances, unless Council resolves that exceptional circumstances warrant an exception to this policy framework.
- 5** Any waiver is a one-off credit applied to council rates and/or charges and is response to circumstances presented at the time and will only be applied in the current financial year and will not be back dated to previous financial years.
- 6** Incomplete applications, including applications submitted without evidence will not be assessed until all documentation is submitted. If not submitted within 1 month of application, the application will be cancelled.

What factors are considered when determining severe hardship

When council assesses hardship applications, there are a number of criteria that are used as a reference to ensure consistency, integrity and no biases. The criteria include, but is not limited to:

- Is the property an investment property?
- Is the owner unemployed?
- Has the owner supplied a letter of support from a financial counsellor?
- Is the owner suffering from illness or medical impairment?
- Is the owner impacted by family violence?
- If yes, and the property is jointly owned, Council will adhere to confidentiality and operational safeguards.
- Is the owner a pensioner?
- Is there a mortgage on the property?
- Does the owner own more than one property?
- Does the owner have a Health Care Card?
- Does the owner have dependants or is a carer?

Council will endeavour to review hardship applications within a 10-business day timeframe and will make contact within this timeframe should further information be required for assessment. Only information that is reasonably necessary for the assessment of the hardship application will be requested from the applicant. All correspondence regarding hardship will be provided in writing via email (where email is specified on the application) as well as via post if appropriate.

City of Greater Dandenong

General Information on Waiver of Rates and Charges due to Hardship



How do I apply for rates waiver

An application must be made within six months of the date of the service of the rate assessment and must specify details of the severe hardship that would be suffered as a consequence of the immediate payment of the full amount of the rates.

In general, rate relief will be provided only when council is satisfied that severe financial hardship has been clearly demonstrated and the other forms of council rate relief (for example, payment deferred by an extension of time or an instalment plan) are not considered appropriate. A rates waiver may also be provided on compassionate grounds.

Note: Where an application for such relief is unsuccessful, interest may be charged from the due date of the rate assessment notice.

Return completed form to the City of Greater Dandenong

Post: City of Greater Dandenong PO Box 200 Dandenong VIC 3175	In person at a customer service centre Dandenong: 225 Lonsdale Street, Dandenong Springvale: 397- 405 Springvale Road, Springvale Parkmore: Shop A7, Parkmore Shopping Centre, Cheltenham Road, Keysborough	Email: council@cgd.vic.gov.au Fax: (03) 8571 5196
---	---	---

Office use only

Date of receipt:	Processed: ☐ Yes ☐ No	CSO initials:
Receipt number:	Merit number:	☐ DNG ☐ SPR ☐ NP ☐ PKM

We respect your privacy. We will not sell or give away your personal information, unless required by law. Occasionally, we may use your details for our own research purposes or to let you know about other Council information. If you want to see your personal data, modify your details, or if you receive information from us you do not want in the future please contact Council on 8571 1000.