



Media Release

Council Adopts Hardship Policy

22 June 2017

Council has adopted its Rates and Charges Financial Hardship Policy at its June Ordinary Meeting. The policy will assist ratepayers that are experiencing financial difficulty to pay their outstanding rates and charges.

The policy ensures that Council's debt collection practises are sensitive and responsive to a ratepayers' financial situation, providing numerous and flexible options for the repayment of debt.

Council intends to provide further training to rates and customer service staff to increase awareness of financial hardship issues and available community financial counselling resources. A focus on ratepayer needs and communication strategies that are compassionate and confidential will also result from this policy and training.

"The Rates and Charges Financial Hardship Policy is an extremely important document that Council were pleased to adopt. As part of our Council Plan we outline we are to manage our finances and risk in a sustainable way. By working with ratepayers who are suffering genuine financial hardship we demonstrate we are doing this in the most compassionate of ways. Council will do all it can to assist those who reach out and need assistance", said Mayor, Cr David Pollard.

For full details on the application process and guidelines refer to the policy which is available on Council's website or at Council's Wycheproof Office.

For further information on the Rates and Charges Financial Hardship Policy call Council's Director Corporate Services on 1300 520 520.

End release

For further information contact Media and Communications Officer, Travis Fitzgibbon on 1300 520 520 or tfitzgibbon@buloke.vic.gov.au