

Frequently Asked Questions

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Financial Hardship

Who is eligible to apply for Financial Hardship assistance?

If you find yourself in a situation where you have difficulty paying your bills and repayments on debts when they are due, because of illness, unemployment, separation, and reduction in household income or any other reasonable cause, you may be eligible to apply for financial hardship.

What Financial Hardship assistance measures would be in place if I am having trouble paying my rates/debt?

If your financial hardship application is approved you are entitled to the following assistance in relation to rates and other Council debts:

- Suspension of all debt recovery for the financial year
- Establish payment arrangements with no administration fees
- Waive and/or write off interest for the financial year that the application was approved in

Will my rates/debt be written off if my application is approved?

No, the only charges that would be eligible to be written off is administration fees and interest charges.

What if I have already paid off my rates/debt but now want that money refunded?

Council will not be refunding any debts already paid.

If my application for Financial Hardship assistance is rejected, can I appeal the decision?

Yes you can, though additional information will need to be provided to further assist your original application.

To discuss your account further, please give us a call on 08 9272 0922, and we will do our best to assist your enquiries.

If you are facing financial difficulty, you may wish to obtain advice from a community financial counsellor. You can talk to a financial counsellor from anywhere in Australia by calling 1800 007 007 (Monday to Friday, 9.30am – 4.30pm). This number will automatically switch through to the service in the State or Territory closest to you, or you can visit the National Debt Helpline www.ndh.org.au