

Financial Hardship Application

Use this form if you are experiencing circumstances which adversely impact on your ability to pay your account on time and would like to apply for a postponement or instalment plan for a period of 12 months or less.

Account holders requesting an arrangement that exceeds 12 months or any other financial concession should contact the department to discuss.

There are no departmental charges for lodging a financial hardship application. All applications are assessed on a case by case basis and the department will endeavour to negotiate a solution that is mutually agreeable.

Further information on how the department manages accounts that remain unpaid past the specified due date should refer to the *Crown land debt management policy IND-0-255* and *Guideline – Crown Land Debt Management*.

Contact us

For more information, please contact us at:

NSW Department of Industry—Lands & Water
PO Box 2155
DANGAR NSW 2309

Phone: 1300 886 235 or 02 4020 5068

Fax: 02 4925 3517

Email: cl.debtmanagement@crowland.nsw.gov.au

Web: industry.nsw.gov.au/lands

Lodgement

Email the completed form to: cl.debtmanagement@crowland.nsw.gov.au or

Mail to:

NSW Department of Industry
PO Box 2185
DANGAR NSW 2309

Privacy statement

The personal information you provide on this form is subject to the Privacy & Personal Information Protection Act 1989. It is being collected by NSW Department of Industry and will be used for purposes related to this application. NSW Department of Industry will not disclose your personal information to anybody else unless authorised by law. The provision of this information is voluntary or required to be supplied. If you choose not to provide the requested information we may not be able to process this application. You have the right to request access to, and correct details of, your personal information held by the department. Further information regarding privacy can be obtained from the NSW Department of Industry website at www.industry.nsw.gov.au/legal/privacy

Instalment Plan Request

Applicant Details

Individual applicants must be the holder of the Crown land account, or an authorised delegate.

Organisation or business applicants must be a Company Director of the Crown land account, or an authorised delegate.

Name(s):			
Account number(s) or Notice number(s):			
Residential address:			
Postal address:			
Mobile:		Phone:	
Email:			

Instalment Plan Request

Commencement date:		Completion date:	
Total amount payable:		Instalment amount	
Frequency of instalments:	<input type="checkbox"/> Weekly	<input type="checkbox"/> Fortnightly	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly

Please answer all of the below:

- Is the duration of the arrangement for a period of 12 months or less?
 - Yes
 - No – please contact the Debt Management Unit on (02) 4920 5098 to discuss
- Will you be making any lump sum payments (including upfront payments)?
 - Yes – please provide amount and date payment will be made: _____
 - No
- Does the above plan include the payment of amounts that will become due over the period of the proposed plan?
 - Yes
 - No, as I will make payment of ongoing charges as they become due
 - No, but I would like the department's assistance to incorporate these charges into the plan.
- Is your total debt \$2,000 or less and are you requesting an arrangement that does not exceed 12 months?
 - Yes – please note that you are only required to provide a completed Financial Hardship Application form and written statement explaining the circumstances surrounding the application.
 - No – please review the “Supporting Documentation” section of this form to ensure your application is supported by the relevant documentation.

Postponement Request

Applicant Details

Individual applicants must be the holder of the Crown land account, or an authorised delegate.

Organisation or business applicants must be a Company Director of the Crown land account, or an authorised delegate.

Name(s):			
Account number(s) or Notice number(s):			
Residential address:			
Postal address:			
Mobile:		Phone:	
Email:			

Postponement Plan Request

Amount to be postponed:		Proposed Payment Date:	
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Please answer all of the below:

- Is the duration of the arrangement for a period of 12 months or less?
 - Yes
 - No – please contact the Debt Management Unit on (02) 4920 5098 to discuss
- Will you be making an upfront payment?
 - Yes – please provide amount and date payment will be made: _____
 - No
- Does the above plan include the payment of ongoing charges (amounts that will become due over the period of the proposed plan)?
 - Yes
 - No, as I will make payment of ongoing charges as they become due
 - No, but I would like the department's assistance to incorporate these charges into the plan.
- Are you an individual account holder with debt of less than \$2,000 and have requested an arrangement for a period of 12 months or less?
 - Yes – please note that you are only required to provide a completed Financial Hardship Application form and written statement explaining the circumstances surrounding the application.
 - No – please review the "Supporting Documentation" section of this form to ensure your application is supported by the relevant documentation.

Supporting Documentation and Declaration

For your Financial Hardship Application form to be considered it must be submitted with a written statement explaining the circumstances surrounding your application and the supporting documentation listed below. The department uses this to help assess your circumstances and ability to meet current and future payments.

Select the checklist that matches your circumstances and mark the relevant boxes to detail what supporting documentation you have provided.

Note, where debt due is less \$2,000 or less and period of concession does not exceed 12 months, applicants are only required to provide a completed Financial Hardship Application form and written statement explaining the circumstances surrounding the application.

Individual Applicant

- Must provide a written statement explaining the circumstances surrounding the application
- Must provide at least one of:
 - Evidence of income: tax return / current bank statement / recent payslips
 - Centrelink payment letter
 - Pensioner card
 - Medical certificate or letter from GP
- May provide any other documentation which supports application

Organisation or Business Applicant

Should provide all of the following where available:

- Must provide a written statement explaining the circumstances surrounding the application
- Should provide all of the following where available
 - Bank statements
 - Tax returns or Business Activity Statements
 - Audited financial statements (income statement, balance sheet, cash flow)
- May provide any other documentation which supports application

Application in relation to land management hardship

Must include a written statement explaining the circumstances surrounding the application and at least one of:

- Notice of Natural Disaster Declaration concerning drought, bushfire or flood – issued by NSW Government
- Bureau of Meteorology report
- Letter from NSW Food Authority (disease)
- Letter from rural financial counsellor

Declaration

I declare and affirm that the information provided on this form is accurate to the best of my knowledge and belief:

Name:		Position:	
Signature:		Date:	