

Financial Hardship Application

Use this form if you are experiencing circumstances which adversely impact 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 their circumstances and available options before submitting this form.

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 is available in 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 Planning & Environment—Crown Lands
PO Box 2185
DANGAR NSW 2309

Phone: 1300 886 235 / Option 1 (Monday to Friday, 8:30am to 4:30pm)

Fax: 02 4925 3517

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

Web: industry.nsw.gov.au/lands

Lodgement

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

Mail to:

NSW Department of Planning & Environment—Crown Lands
PO Box 2185
DANGAR NSW 2309

Financial Counselling

If you are experiencing financial difficulty, you can obtain free independent advice from a Financial Counsellor.

National Debt Helpline is a free service with dedicated financial counsellors that will work with you to understand your circumstances and help with managing debt problems.

Contact the National Debt Helpline on **1800 007 007** for a free, independent financial counselling service.

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 Planning & Environment and will be used for purposes related to this application. NSW Department of Planning & Environment 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 Planning & Environment 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 the questions below:

- Is the duration of the arrangement for a period of 12 months or less?
 - Yes
 - No – please contact us on 1300 886 235 / Option 1 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.
- Are you requesting an arrangement that does not exceed 3 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 the questions below:

- Is the duration of the arrangement for a period of 12 months or less?
 - Yes
 - No – please contact the us on 1300 886 235 / Option 1 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 requesting an arrangement for a period of 3 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 include the supporting documentation listed below. The department uses this information to assess your circumstances and ability to meet current and future payments.

Select the checklist that matches your circumstances and mark the relevant boxes below. You will need to attach evidence to support your answers in this application.

Note: Where the concession period does not exceed 3 months, applicants are only required to provide a completed Financial Hardship Application form and written statement explaining the circumstances surrounding the application. Alternatively, you can contact us on 1300 886 235 / Option 1 and we can record these details on your behalf.

Individual Applicant

- Must provide a written statement explaining the circumstances surrounding the application
- A copy of the following where applicable
 - Evidence of income: tax return, current bank statement, recent payslips
 - Centrelink Statement
 - Pensioner Concession Card
 - Medical certificate or letter from GP
- Any other documentation which supports application

Organisation or Business Applicant

- Must provide a written statement explaining the circumstances surrounding the application
- A copy of the following where available
 - Bank statements
 - Tax returns or Business Activity Statements
 - Audited financial statements (income statement, balance sheet, cash flow)
- 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

Approval of Request

Assessor

INTERNAL USE ONLY

Name:		Position:	
Signature:		Date:	

Approver

INTERNAL USE ONLY

Name:		Position:	
Signature:		Date:	

Notes

INTERNAL USE ONLY