

*Surf Coast Shire Council is committed to providing a fair, supportive, transparent and accountable approach to the management of outstanding Rates and Charges.*

If you are experiencing difficulty paying your Rates and Charges, you may apply for relief pursuant to Council's Hardship Policy (SCS-003). You may also wish to obtain support from other organisations who could assist you. A non-exhaustive list of support services that could assist you is provided below.

<b>National Debt Helpline</b>	Free, independent and confidential advice from a professional financial counsellor.	1800 007 007 <a href="https://ndh.org.au/">https://ndh.org.au/</a>
<b>Mob Strong Debt Helpline</b>	Free nationwide legal advice and financial counselling services for Aboriginal and Torres Strait Islander people.	1800 808 488 <a href="https://financialrights.org.au/getting-help/mob-strong-debt-help/">https://financialrights.org.au/getting-help/mob-strong-debt-help/</a>
<b>Moneysmart</b>	Tools, tips and guidance to help people take control of their finances.	<a href="https://moneysmart.gov.au/">https://moneysmart.gov.au/</a>
<b>1800RESPECT</b>	Confidential information, counselling and support services for people impacted by domestic, family or sexual violence.	1800 737 732 <a href="https://1800respect.org.au/">https://1800respect.org.au/</a>
<b>Lifeline Australia</b>	24 hour crisis support for those experiencing emotional distress.	13 11 14 <a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a>

### Disclaimer

The content of this document is for information purposes only. You should undertake your own checks to confirm the capacity and appropriateness of the referral organisation to assist you with your circumstances. Council is not responsible for the goods or services provided by any third party.