



LODGEMENT OF APPLICATION

Council: Monday-Friday, 8:00am-4:30pm
Auburn Service Centre - 1 Susan Street, Auburn NSW 2144
Merrylands Service Centre - 16 Memorial Avenue, Merrylands NSW 2160
Mail: The General Manager, Cumberland City Council, PO Box 42, Merrylands NSW 2160
Email: council@cumberland.nsw.gov.au

Ratepayer Details

Owner's Name:
Home/Work No: Mobile No:
Email:
Postal Address: Unit no: House no:
Street:
Suburb: Postcode:

Property Details

Table with 2 columns: Reference Number, Property Address

Payment Schedule

Please tick to indicate your frequency of payment
Annual Payment Quarterly Instalment
OR
Special arrangement to Pay (as agreed by you and Cumberland City Council): \$
Monthly Fortnightly Weekly Commencement Date:

Account Details

Account to debited - Please note Direct Debit is not available from any Credit Card Account
Name of Bank/Financial Institution:
Account Name:
BSB:
Account No:

Declaration

I/We authorise Cumberland City Council (USER ID 2729) to arrange a debit to your nominated account to pay for Council rates. This debit or charge will be arranged by Cumberland City Council's financial institution and made through the Bulk Electronic Clearing System (BECS) from your nominated account and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.
Signature: Date:
Signature: Date:

Direct Debit Request Service Agreement

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

This is your Direct Debit Service Agreement with **Cumberland City Council, User Id 2729 ABN 22 798 563 329**. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Definitions

Account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

Agreement means this Direct Debit Request Service Agreement between you and us.

Banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

Debit day means the day that payment by you to us is due.

Debit payment means a particular transaction where a debit is made.

Direct Debit Request means the written, verbal or online request between us and you to debit funds from your account.

Us or we means **Cumberland City Council**, (the Debit User) you have authorised by requesting a *Direct Debit Request*.

You means the customer who has authorised the *Direct Debit Request*.

Your financial institution means the financial institution at which you hold the *account* you have authorised us to debit.

1. Debiting your account

1.1. By submitting a Direct Debit Request, you have authorised us to arrange for funds to be debited from your account. The Direct Debit Request and this agreement set out the arrangement between us and you.

1.2. We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request or we will only arrange for funds to be debited from your account if we have sent to the address nominated by you in the Direct Debit Request, a billing advice which specifies the amount payable by you to us and when it is due.

1.3. If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

2. Amendments by us

We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least fourteen (14) days' written notice sent to the preferred email or address you have given us in the Direct Debit Request.

3. How to cancel or change direct debits

You may change, stop or defer a debit payment, or terminate this Direct Debit Request by providing us at least (14) days' notification: **Email:** council@cumberland.nsw.gov.au **Mail:** PO Box 42 Merrylands NSW 2160 **Ph:** Rates Section on **02 8757 9099** or you can also contact your own financial institution, which act promptly on your instructions.

4. Your Obligations

4.1. It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request.

4.2. If there are insufficient clear funds in your account to meet a debit payment:

4.2.a) you may be charged a fee and/or interest by your financial institution;

4.2.b) we may charge you reasonable costs incurred by us on account of there being insufficient funds; and

4.2.c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

4.3. You should check your account statement to verify that the amounts debited from your account are correct.

5. Dispute

5.1. If you believe there has been an error in debiting your account, you should notify us directly by phone on **02 8757 9099**. Alternatively you can contact your financial institution for assistance.

5.2. If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging within a reasonable period for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

5.3. If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.

6. Accounts

You should check:

6.1.a) with your financial institution whether direct debiting is available from your account as direct debiting is not available through BECS on all accounts offered by financial institutions.

6.1.b) your account details which you have provided to us are correct by checking them against a recent account statement; and

6.1.c) with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

7. Confidentiality

7.1. We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

7.2. We will only disclose information that we have about you:

7.2.a) to the extent specifically required by law; or

7.2.b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

8. Contacting each other

8.1. If you wish to notify us in writing about anything relating to this agreement, you should write to: Cumberland City Council PO Box 42 Merrylands NSW 2160 or email: council@cumberland.nsw.gov.au

8.2. We will notify you by sending a notice to the preferred address or email you have given us in the Direct Debit Request. Any notice will be deemed to have been received on the second banking day after sending.

Privacy and Personal Information

Council is bound by the provisions of the Privacy & Personal Information Protection Act 1998 in the collection, storage and utilisation of personal information provided. Accordingly, the personal information will only be utilised for the purposes for which it has been obtained and may be available for access and /or disclosure under various NSW Government Legislation.



CUMBERLAND CITY COUNCIL

Residential & Coronavirus Support for Local Businesses - Rate Relief Hardship Application Form

Approved by the Director General of the Department of Local Government, in accordance with Clause 19 of the Local Government (Rates & Charges) Regulation 1999 under the Local Government Act, 1993.

APPLICATION FOR HARDSHIP RATE RELIEF FOR THE WHOLE OR PART OF THE YEAR COMMENCING 1 JULY 2021

Please answer all questions relevant to you using block letters and ticking appropriate boxes.

Reference No. _____ (please refer to the council rates and charges notice)

I /We, _____ (Full name/company in block letters)

of _____ (Address)

Telephone number _____ apply for a concession on the basis of financial hardship.

(1) Do you receive any pensions or benefits? [] Yes [] No

If Yes, please provide type of pension and amount received per week for example: Age, Disability, War Widow

Pension: _____ Amount _____

(2) Do you have a Pensioner Concession Card issued by the Commonwealth Government to NSW residents? [] Yes [] No

IF YES PLEASE CHECK WITH COUNCIL THAT THIS IS THE CORRECT FORM BEFORE CONTINUING.

(3) Is this property your sole or principal place of living? [] Yes [] No

(4) Do you rent the property? [] Yes [] No

(5) Do you own the property a) by yourself [] Yes [] No b) with a spouse [] Yes [] No c) with other person/s [] Yes [] No

If you answered yes to b) or c), please provide name/s and Pensioner Concession Card Numbers of other owner/s and the % owned by each person.

Name	Pensioner Concession Card No.	% Owned

(6) Is this property owned as shares in a company title? Yes No

(7) If applicable, how many people live at the property? _____

(8) Please indicate who these people are?

- Self
- Spouse
- Children (State ages _____)
- Boarders
- Relatives
- Others (please specify)

(9) Do you own (either fully or partially) any other land or buildings? Yes No

If yes, list addresses.

(10) How many children do you support? _____ State ages _____

(11) What is the cause of the financial hardship? _____

(If this space is insufficient to explain your circumstances, please attach an additional page)

(12) How long have you been experiencing hardship? _____

(13) Please state gross weekly amount received in dollars and cents from the following sources of income:

- a) Pension and benefits \$ _____
- b) Compensation, superannuation insurance or retirement benefits \$ _____
- c) Spouse's income \$ _____
- d) Income of other residents of the property \$ _____
- e) Casual/part-time employment \$ _____
- f) Family allowance \$ _____
- g) Interest from banks/credit unions/building societies \$ _____
- h) Income from business \$ _____

(14) Please provide name and current balance of all bank credit union or building society accounts held by you.

15) Please state details of weekly outgoings.

Outgoing	Owed to	Amount \$
Rent/Home Loan		
Other Mortgages		
Personal loans/Hire purchase		
Health Costs		
Council rates and charges		
Other		

Please attach a separate page with any other relevant information you feel may assist your application.

I hereby declare that the information provided is true and correct. **If you make a false statement in an application you may be guilty of an offence and fined up to \$2,200.**

Signature 1: _____

Date: _____

Signature 2: _____

Date: _____

PRIVACY AND PERSONAL INFORMATION PROTECTION ACT 1998

Compliance with Section 10

The information contained in this application form and any information requested for the purpose of assessing eligibility for a pensioner concession is required under the Local Government Act 1993 and the Local Government (Rates and Charges) Regulation 2005. This information is required before your application for a pensioner concession can be processed. The information is private and confidential and council must not disclose the information to any person or body if it is not directly related to the purpose for which the information was collected.

If you have a complaint about the use of your personal information, contact the council's Public Officer. The information contained or referred to in this application form may be corrected and updated by you, by contacting the Council.

Applicant Consent

If applicable, this consent will be used for the sole purpose of authorising Centrelink to provide information to Cumberland City Council, to access your eligibility in relation to concessions or services provided by Council.

Applicant Confirmation

I/We, _____ (full name) authorise Centrelink to confirm with Cumberland City Council the current status of my Commonwealth Benefit and other details as they pertain to my concessional entitlement. This involves electronically matching details I have provided to the Council with Centrelink or Department of Veterans' Affairs (DVA) records to confirm whether or not I am currently receiving a Centrelink or DVA benefit.

I understand that this consent, once signed, is effective only for the period I am a customer of Cumberland City Council.

I also understand that this consent, which is ongoing, can be revoked any time by giving notice to Cumberland City Council.

I understand that if I withdraw my consent, I may not be eligible for the concession provided by Cumberland City Council.

A brochure is available from Centrelink that provides more details about the Centrelink Confirmation eServices or on Centrelink's website at www.centrelink.gov.au.

I agree that, unless I revoke my consent in writing, this Customer Consent record is a permanent consent, and may be relied on by the Council until such time as I revoke it.

I acknowledge I have read and understood this Customer Consent record.

Signature1: _____ Date: _____

Signature2: _____ Date: _____

Cumberland City Council

T 8757 9000 W cumberland.nsw.gov.au E council@cumberland.nsw.gov.au

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*If joint owners are eligible for a pensioner concession **and they are not spouses**, a separate form will need to be completed by each owner to receive the maximum rebate, otherwise only a partial rebate will be granted*

Applicant details

Rates Reference No:

I/We:

Property Address:

Phone No:

Email Address:

1. I/We hold a Pensioner Concession Card (PCC) issued by the Commonwealth Government

PCC No (Customer Reference No.)	PCC Type (Age, Disability, War Widows, etc)	Date of Grant

2. Have you claimed a pensioner concession on any other property this year? Yes No

If yes, state the other property:

3. Is this your sole/principal place of living? Yes No

If **yes**, when did you move into the property?

4. I am:

Sole Owner

OR

Liable for the payment of rates and charges on this property, together with others as listed below

ALL OTHER OWNERS including your spouse or de facto partner should be listed below

Name	PCC Holder (Y/N)	Pensioner Concession No. (Application forms attached if non-spouse <u>and</u> resident)	Date of Grant	Relationship to Me (e.g spouse, Father, Co-owner, etc)	Resident of Property (Y/N)	% of Ownership

*****For Life Tenants occupying the property, supporting legal documentation must be provided to Council*****

PLEASE ATTACH A COPY OF YOUR PENSIONER CONCESSION CARD (FRONT AND BACK)

Additional Rates Rebates	
<p>All eligible pensioners who have owned and lived in a property within the Cumberland area for five (5) continuous financial years, can now apply to receive a further \$75 in addition to the \$25 voluntary rebate totalling up to \$100 per year.</p>	
<p>Have you owned and occupied a dwelling within Cumberland City Council Local Government Area in which you are claiming a rebate for five (5) or more continuous years?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>Signature: <input style="width: 100%;" type="text"/></p>	<p>Date: <input style="width: 100%;" type="text"/></p>
<p>Signature: <input style="width: 100%;" type="text"/></p>	<p>Date: <input style="width: 100%;" type="text"/></p>

Declaration	
<p>The information contained in this application form and any information requested for the purpose of assessing eligibility for a pensioner concession is required under the <i>Local Government Act 1993</i> and the <i>Local Government (General) Regulation 2005</i>.</p> <p><i>By submitting this form, you declare that the information provided is true and correct and that you are the person making this application. If you make a false statement in an application, you may be guilty of an offence and fined up to \$2,220</i></p>	
<p>Signature: <input style="width: 100%;" type="text"/></p>	<p>Date: <input style="width: 100%;" type="text"/></p>
<p>Signature: <input style="width: 100%;" type="text"/></p>	<p>Date: <input style="width: 100%;" type="text"/></p>

Consent	
<p>The information provided on this form is private and confidential and Cumberland City Council must not disclose the information to any person or body if it is not directly related to the purpose for which the information was collected. If you have a complaint about the use of your personal information, contact Cumberland City Council's Public Officer. The information contained or referred to in this application form may be corrected and updated by you, by contacting Council.</p> <p>Please read the conditions below and sign to confirm your consent to Cumberland City Council checking your concession eligibility with Services Australia or the Department of Veterans' Affairs. Your details may be checked regularly, to confirm ongoing eligibility. At any time, you have right to withdraw your consent by contacting Council.</p>	
<p>I/We <input style="width: 100%;" type="text"/> (full name) authorise:</p>	
<ul style="list-style-type: none"> Cumberland City Council to use Services Australia Confirmation eServices to perform a Centrelink/DVA enquiry of my Centrelink or DVA customer details and concession card status to enable Council to determine if I qualify for rebate. Services Australia will provide the results of that enquiry to Council. 	
<p>I/We understand that:</p> <ul style="list-style-type: none"> Confirmation eServices will disclose personal information to Cumberland City Council including my name, address, payment type, payment status and concession card type and status to confirm my eligibility for a rebate. This consent, once signed, remains valid while I am a customer of Cumberland City Council unless I withdraw it by contacting Council or the department. I can get proof of my circumstances/details from Services Australia/Department of Veteran Affairs and provide it to Council so my eligibility for a rebate can be determined. If I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for the rebate provided by Council. 	
<p>Signature: <input style="width: 100%;" type="text"/></p>	<p>Date: <input style="width: 100%;" type="text"/></p>
<p>Signature: <input style="width: 100%;" type="text"/></p>	<p>Date: <input style="width: 100%;" type="text"/></p>

Privacy and Personal Information Protection Act 1998

Compliance with Section 10

The information contained in this application form and any information requested for the purpose of assessing eligibility for a pensioner concession is required under the *Local Government Act 1993* and the Local Government (Rates and Charges) Regulation 2005. This information is required before your application for a pensioner concession can be processed. The information is private and confidential and council must not disclose the information to any person or body if it is not directly related to the purpose for which the information was collected.

If you have a complaint about the use of your personal information, contact the council's Public Officer. The information contained or referred to in this application form may be corrected and updated by you, by contacting the Council.

Additional Information

This form is to be completed by ratepayers wishing to receive a concession on Council rates and certain annual charges. Eligible ratepayers are entitled to receive up to:

- \$250.00 on ordinary rates and charges for domestic waste management services
- \$87.50 off their annual water rates and charges
- \$87.50 of their annual sewerage rates and charges

Alternatively, if your council does not provide these services, contact your water/sewer service provider for more information.

The information provided by completing this form will enable council to determine eligibility to receive a concession and the level of concession the ratepayer is entitled to.

Eligibility

- Holders of the PCC (Pensioner Concession Card);
- Holders of a gold card embossed with 'TPI'(Totally Permanently Incapacitated);
- Holders of a gold card embossed with 'EDA' (Extreme Disablement Adjustment);
- War widow or widower or wholly dependent partner entitled to the Pensioner Concession Card*

* If you are a war widow or widower or wholly dependent partner but do not have a PCC, you should contact the Department of Veterans' Affairs (DVA) to test your eligibility for the DVA income support supplement. Eligibility is subject to an income and assets test.

Holders of cards other than those listed above are not eligible for the concession.

DVA Contact

For assistance from the DVA call 133 254.

Concession Provider

For more information contact Cumberland City Council Rates Section on (02) 8757 9099.

الغرض من هذا النموذج

يجب إكمال هذا النموذج بواسطة دافعي الرسوم البلدية، والراغبين في استلام تخفيض على رسوم المجلس البلدي. ويحق لدافعي الرسوم المؤهلين استلام مبالغ تصل إلى 250 00 \$، على الرسوم العادية والتكاليف لخدمات إدارة النفايات المنزلية من الرسوم السنوية وتكاليف السماء \$ 87 50، من الرسوم السنوية وتكاليف تصريف مياه المجاري \$ 87 50،

بصفة عامة، فإن التخفيضات متاحة للمتقاعدين المؤهلين، ومع ذلك فقد تخُصَّصت التخفيضات لدافعي الرسوم الذين يعانون متاعب مالية في حالات خاصة.

المعلومات المتوفرة بإكمال هذا النموذج سوف تجعل المجلس البلدي قادراً على تحديد الأهلية لاستلام تخفيض، ومستوى التخفيض الذي يستحقه دافع الرسوم.

此表格的用途

此表格供希望獲得市政稅優惠的納稅人填寫。符合資格的納稅人最高可獲得以下減價優惠：普通市政稅及垃圾

圾管理費減價250.00澳元

年度水費及管理費減價87.50澳元

年度廢水處理稅及管理費減價87.50澳元

符合資格的福利金領取者一般可獲得這些減價優惠。但是在某些情況下，有經濟困難的納稅人也可獲得這些優惠。在此表格內填寫的訊息

可協助市政會決定該納稅人是否有資格獲得減價優惠，以及優惠的等級。

A COSA SERVE QUESTO MODULO

Questo modulo deve essere riempito dai contribuenti che desiderano ricevere riduzioni sulle imposte comunali. I contribuenti che soddisfano i requisiti necessari possono ricevere le seguenti riduzioni:

- fino a \$250.00 sulle imposte comunali ordinarie e sulla bolletta per l'asporto dei rifiuti domestici;
- fino a \$87.50 sulla imposta annuale e bolletta dell'acqua;
- fino a \$87.50 sulla imposta annuale e bolletta delle fognature.

In linea generale le riduzioni vengono concesse solo ai pensionati aventine diritto ma, in alcune circostanze, possono essere estese anche ai contribuenti che si trovino in difficili situazioni economiche.

Le informazioni fornite riempiendo questo modulo consentiranno al Comune di determinare se il contribuente ha diritto alle riduzioni d'imposta e l'ammontare delle riduzioni stesse.

OBJETIVO DE ESTE FORMULARIO

Los contribuyentes que deseen recibir una rebaja en las contribuciones municipales deben responder a este formulario. Quienes reúnan los requisitos podrán recibir hasta:

- \$250,00 en contribuciones y tarifas ordinarias por servicios de administración de desechos domésticos.
- \$87,50 de rebaja anual en las contribuciones y tarifas por agua potable.
- \$87,50 de rebaja anual en las contribuciones y tarifas por alcantarillado.

En general, las rebajas están a disposición de los pensionados que reúnan los requisitos. Sin embargo, se podrán conceder rebajas a los contribuyentes que pasen por privaciones económicas en ciertas circunstancias.

La información que se proporcione respondiendo a este formulario permitirá al municipio determinar tanto si el contribuyente reúne los requisitos para recibir una rebaja como el monto de la rebaja a la cual tendrá derecho el contribuyente.

MỤC ĐÍCH CỦA ĐƠN NÀY

Đơn này cho những người đóng thuế địa phương muốn xin giảm thuế và lệ phí. Những người đóng thuế và lệ phí địa phương có thể được giảm đến:

- \$250 cho thuế địa phương thường và lệ phí cho dịch vụ đổ rác
- \$87.50 cho tiền nước và lệ phí hàng năm
- \$87.50 tiền cống rãnh và lệ phí hàng năm

Nói chung, những người hội đủ điều kiện để lãnh trợ cấp xã hội được giảm thuế và lệ phí địa phương, tuy nhiên trong một số trường hợp, những người gặp khó khăn về tiền bạc cũng có thể được giảm thuế và lệ phí.

Những chi tiết điền trong đơn này sẽ giúp hội đồng thành phố (council) ấn định xem quý vị có hội đủ điều kiện hay không và mức độ được giảm thuế và lệ phí.