

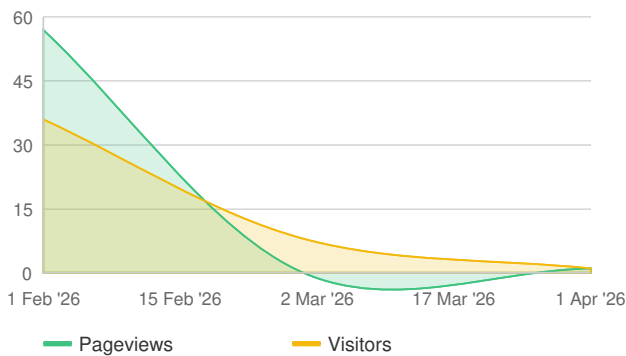
Project Report

Engage Mansfield

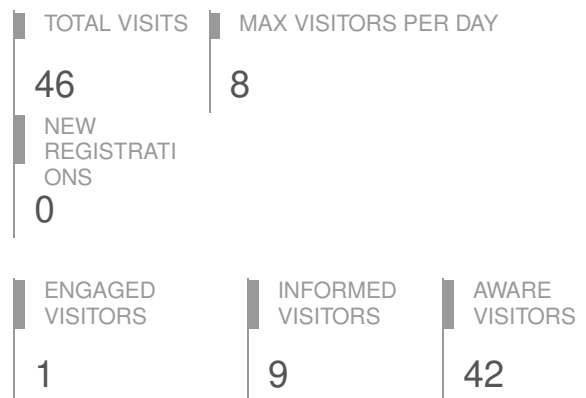
Rates and Charges Financial Hardship Policy



Visitors Summary

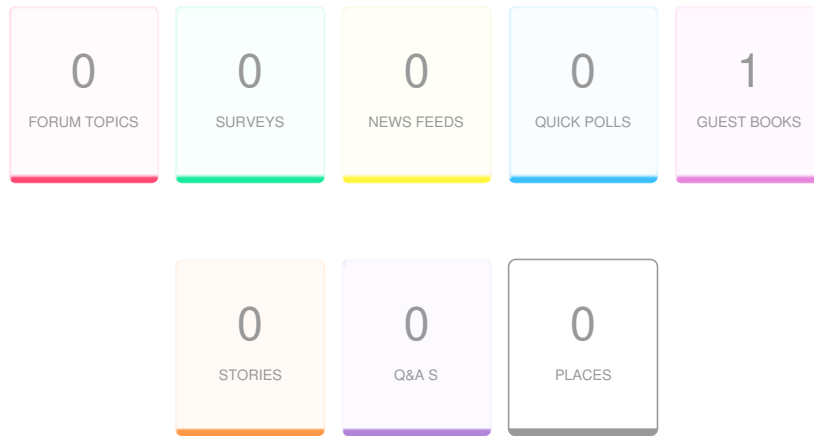


Highlights



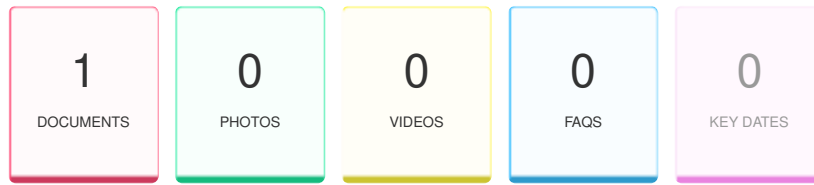
Aware Participants	42	Engaged Participants	1		
Aware Actions Performed	Participants	Engaged Actions Performed	Registered	Unverified	Anonymous
Visited a Project or Tool Page	42				
Informed Participants	9	Contributed on Forums	0	0	0
Informed Actions Performed	Participants	Participated in Surveys	0	0	0
Viewed a video	0	Contributed to Newsfeeds	0	0	0
Viewed a photo	0	Participated in Quick Polls	0	0	0
Downloaded a document	9	Posted on Guestbooks	0	1	0
Visited the Key Dates page	5	Contributed to Stories	0	0	0
Visited an FAQ list Page	0	Asked Questions	0	0	0
Visited Instagram Page	0	Placed Pins on Places	0	0	0
Visited Multiple Project Pages	7	Contributed to Ideas	0	0	0
Contributed to a tool (engaged)	1				

ENGAGEMENT TOOLS SUMMARY



Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Guest Book	Feedback	Archived	2	0	1	0

INFORMATION WIDGET SUMMARY



Widget Type	Engagement Tool Name	Visitors	Views/Downloads
Document	DRAFT Rates and Charges Financial Hardship Policy 2026	9	10
Key Dates	Key Date	5	5

GUEST BOOK

Feedback

Visitors 2	Contributors 1	CONTRIBUTIONS 1
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06 February 26			<p>As a Financial Counsellor of over 22 years standing, there are many positives to note in the draft policy:</p> <ul style="list-style-type: none"> - case by case basis - waivers of rates possible - inclusion of family violence in criteria - referrals to Financial Counsellor & the input of their assessment of the ratepayer's situation - no timeframe (helps relieve pressure at stressful times) - waiver of interest & legal costs; deferment; payment plans - all useful tools. - I believe the policy is worded to assist those who cannot pay rather than those who won't pay. - looking to help those in hardship rather than a punitive approach. - reflects well on the Victorian Ombudsman's 2021 report. <p>How is the following assessed:</p> <p>a) The payment of the rates and charges would cause hardship to the person (Section 170 of the Act).</p> <p>b) Financial hardship should relate to what may be considered reasonable and consistent financial management relating to an average individual or family household operation. ?</p> <p>There is no mention of episodic versus ongoing financial hardship?</p>
[Name withheld]			
AGREES	DISAGREES	REPLIES	
0	0	0	