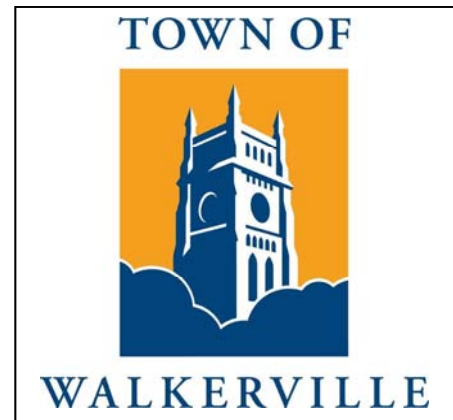


# Affordability Charter

## Organisation



### Our commitment to you

We understand that there are times when people experience genuine hardship and may be unable to meet their financial obligations to Council. Our commitment is to work with people in this situation and find a solution that works best for both parties. We promise that we will deal with this issue respectfully, clearly and confidentially.

### Our approach to financial hardship

We will make sure that we communicate with you in a respectful way and keep you informed throughout the process. In return, we expect you to treat us in the same way. Our approach is to treat this matter seriously without using unfamiliar technical jargon or language. Together, we will put in place an agreed and achievable payment plan that does not add to the burden of financial stress.

### How can we help

We offer alternative payment options, including monthly payments and direct debit options to help ease the financial stress. We can help you identify concessions or financial support that you may be eligible for from other organisations.

### Talk to us

Call us on (08) 8342 7100 or email us at [walkerville@walkerville.sa.gov.au](mailto:walkerville@walkerville.sa.gov.au)