

POLICY REGISTER

PENSIONER CONCESSION REBATES POLICY

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<p>This document is to be reviewed once every Council term. Next review date: April 2021</p>			
RESPONSIBLE OFFICER	Manager Corporate Services		

PART 1: INTRODUCTION

1.1 Policy Objectives'

The intent of this policy is to establish the parameters for backdating pensioner concession rebates for eligible customers.

1.2 Scope of Policy

This policy shall apply to eligible customers of Riverina Water County Council.

1.3 Legislative Context

- Local Government Act 1993;
- Local Government (General) Regulation 2005;
- Division of Local Government Circulars.

PART 2: POLICY PROVISIONS

2.1 Backdating of Pensioner Concession Rebates

Riverina Water County Council will, where a property owner has been an eligible pensioner for the longer than two years, backdate pensioner concession claims for a period of up to two (2) years from the date of application.

2.2 Backdating in the Case of Financial Hardship

Riverina Water County Council will in the case of genuine financial hardship give special consideration to extend the rebate period based on pension start date. This will be by approval of the General Manager or Manager Corporate Services.

2.3 Extension of Concession to Avoid Hardship

Riverina Water County Council may, if they consider it proper do so to avoid hardship, direct that Pensioners receive the full pension rebate where they may not be fully eligible.

- 1) Riverina Water reserves the right to extend the Pension rebate to non-eligible persons. This will be by approval of the General Manager or Manager Corporate Services.
- 2) Riverina Water County Council will in all cases, if a pensioner is found eligible for any pension rebate, grant the full possible value of the rebate.