

Vulnerable Customers

Support Services

Office of the
Valuer-General

Support services are available to South Australians who are experiencing vulnerability due to financial hardship and related health and wellbeing concerns.

This information sheet does not cover all available support options however does provide suggestions on where to start seeking help. Seeking help is often the most powerful step that people experiencing financial distress can take towards alleviating their distress and regaining control in their lives.

I'm experiencing financial hardship and finding it hard to pay my bills:

There are resources and options for you to explore:

- Directly contact the authority that has issued the bill you are unable to pay and seek payment options.
- Affordable SA is a State Government funded information and referral service for South Australians struggling with paying their bills and experiencing financial hardship. They provide easy to access information, resources, support, and services to meet your needs. Services are free, confidential, and provided with dignity. Affordable SA is accessible through <https://www.affordablesa.com.au>, mobile app and telephone 1800 025 539.
- The National Debt Helpline is available on 1800 007 007 for telephone financial counselling or a referral to a financial counsellor in your area.
- Check whether you are eligible for State Government Concessions on energy or water bills or to help with cost of living. Visit dhs.sa.gov.au/concessions to access the Concession finder tool to see if you qualify, or call the ConcessionsSA hotline on 1800 307 758.

Everyday life pressures are getting to me, and I want to seek support with my wellbeing:

Some key providers are outlined below that provide 24 hours per day, 7 days per week telephone mental health and wellbeing support and advice.

- Lifeline - 24/7 crisis support call 13 11 14, chat with them [online](https://www.lifeline.org.au), or confidential one to one text messaging service available 24/7 on 0477 13 11 14. Lifeline offer information and fact sheet resources via their website www.lifeline.org.au.
- Beyond Blue – services available by telephone 1300 22 46 36, [online](https://www.beyondblue.org.au) counselling, online peer support community [forums](https://www.beyondblue.org.au), or [email](mailto:info@beyondblue.org.au) any questions. Beyond Blue offer material to understand mental

health and to maintain wellbeing at www.beyondblue.org.au

- If there's an immediate risk of harm to yourself or others, please call 000.

I have received my rates and taxes notice, what are my options if I cannot afford to pay?

If you can't make a payment, need more time, or want to discuss payment options, you should contact the authority that issued your bill. There may be payment options available to you depending on your specific situation. You may also find further information to assist on the website of the relevant rating authority.

Can the Valuer-General provide me with any support if I am experiencing hardship?

The Office of the Valuer-General is responsible for determining property values (Site and Capital Values) that are required under the *Valuation of Land Act 1971*. These values are used by the State's rating and taxing authorities to determine how their rates and taxes are distributed.

If you are experiencing hardship with paying your bill, you should contact the relevant authority who issued the bill or explore the options Affordable SA have available. The Valuer-General does not have any association with the issuing of billing accounts.

The Valuer-General's office can provide assistance if you are objecting to your property value. Any property owner or occupier who does not agree with their valuation may lodge an objection to have their property valuation reviewed.

You must lodge an objection within 60 days of receiving the first rate notice from any rating authority for the financial year. Prior to lodging a formal objection, refer to the [Property Valuations - Objecting to a Valuation](#) fact sheet or call 1300 653 346 for more information.

For more information, please contact the Office of the Valuer-General

www.valuergeneral.sa.gov.au
OVGenquiries@sa.gov.au

General Enquiries: 8423 5000
Valuation Objections: 1300 653 346



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