

Municipal forms use legal and bureaucratic language that can be difficult to interpret. This guide explains what common forms are for, what their key fields mean, and what to do if you need help.

GENERAL RULES FOR ANY FORM

- Read the entire form before filling in anything.
- If a field does not apply to you, write 'N/A' — do not leave it blank unless instructed.
- Keep a photocopy or photograph of every form you submit.
- Ask for a receipt or confirmation number when submitting in person.
- You are allowed to ask a staff member to explain any field.

COMMON FORM TYPES EXPLAINED

IDENTITY VERIFICATION FORM

WHAT IT IS:

Used to confirm who you are before accessing a service or benefit. You will usually need to provide proof of name, address, and date of birth.

KEY FIELDS:

- Full legal name — use exactly what appears on your ID.
- Date of birth — use the format requested (e.g. DD/MM/YYYY).
- Current address — where you live now, not a mailing address.

Tip: Bring two forms of ID if possible. A passport and a utility bill are commonly accepted.

BENEFIT OR ASSISTANCE CLAIM

WHAT IT IS:

Used to apply for financial support, housing assistance, or disability services. These forms are often long — take your time and answer every question honestly.

KEY FIELDS:

- Household income — include all sources, even small amounts.
- Disability or medical condition — describe how it affects daily life.
- Supporting documents — list what you are attaching.

Tip: You can ask for a support worker or advocate to help you complete this form.

PLANNING OR PERMIT APPLICATION

WHAT IT IS:

Used to request permission for building work, business operation, or land use changes. Decisions are made by a council or planning authority.

KEY FIELDS:

- Property address — the address where the work will happen.
- Description of works — what you plan to do, in plain terms.
- Applicant details — your name and contact information.

Tip: Attach a simple sketch or photograph if the form asks for a site plan.

APPEAL OR COMPLAINT FORM

WHAT IT IS:

Used to challenge a decision made by a public body, or to formally report a problem. You have a right to appeal most official decisions.

KEY FIELDS:

- Reference number — from the original decision letter.
- Grounds for appeal — explain clearly why you disagree.
- Desired outcome — state what you want to happen.

Tip: Keep your language factual and specific. Attach copies of any letters or evidence.

IF YOU NEED HELP: Ask the office for a plain-language version, a support worker, or extra time. You are entitled to reasonable adjustments.