

FINANCIAL HARDSHIP POLICY – RATES AND WATER USAGE

Intent To establish a policy for the provision of assistance to ratepayers suffering financial hardship due to the COVID-19 event.

Scope This policy will allow Council to consider assistance for ratepayers with outstanding debt for rates or water usage and is limited to ratepayers who have received assistance under this policy any time prior to 30 June 2023.

PROVISIONS

This policy only applies to ratepayers with outstanding debt of rates and charges and water usage charges.

To be eligible for assistance ratepayers must agree to a reasonable repayment plan.

Assistance is provided in the form of waiver of interest charges.

The repayment plan must be maintained as per agreement to continue to receive waiver of interest.

Interest is still applicable where no suitable repayment plan is in place.

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This policy is to remain in force until otherwise determined by Council.

General Manager Responsible for Review:

Chief Financial Officer

ORIGINALLY ADOPTED: 13/05/2020

CURRENT ADOPTION: 19/06/2023

DUE FOR REVISION: 19/06/2024

REVOKED/SUPERSEDED:



**Mica Martin
CHIEF EXECUTIVE OFFICER**