

**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 pandemic or any declared natural disasters or weather events in the region.
- Scope** This policy will allow Council to consider assistance for ratepayers with outstanding debt for rates or water usage. Assistance for COVID-19 is limited to ratepayers who have received assistance under this policy any time prior to 30 June 2023.  
A declared event means declared by the Minister for Fire and Emergency Services or the Premier of Queensland.

**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.**

**Director Responsible for Review:**

**Chief Financial Officer**

**ORIGINALLY ADOPTED: 13/05/2020**

**CURRENT ADOPTION: 25/06/2025**

**DUE FOR REVISION: 25/06/2026**

**REVOKED/SUPERSEDED:**



**Ken Gouldthorp  
Chief Executive Officer**