

Applying for Financial Hardship – Rates & Water Consumption Notices

Council understands Ratepayers experience financial difficulties from time to time and endeavours to work with Ratepayers to assist where ever possible in cases of genuine financial hardship.

As per Council's Rates and Charges Debt Recovery Policy, Council may allow Ratepayers to pay the outstanding rates balances by instalments. To be approved, a periodic payment commitment will generally result in all overdue rates and charges being paid in full within six (6) months.

In the event where the Ratepayer is unable to pay within the required timeframe or in cases of genuine financial hardship and the minimum repayment is not met, Ratepayers may apply for a Financial Hardship Payment Commitment. Council requires the below documentation as supporting evidence in order to accurately, equitable and fairly review all applications.

- A letter in writing to Council requesting financial hardship. This letter will need to outline the reason for your request, your proposed payments and include your current financial situation.
- A copy of three (3) most recent payslips, or Centrelink payments.
- A copy of three (3) most recent bank statements (including all bank loans, mortgages, credit cards and savings account statements).
- Any further supporting documentation (mortgage payments, copy of utility service bills, insurances etc).

Council requires these documents to be submitted with seven (7) days by close of business, being _____.

Council encourages you to make repayments during the review process as the outstanding balance is accruing interest at the prescribed rate as adopted in Council's Revenue Statement for the relevant period, per annum compounding daily.

Please note, providing this information to Council as part of your application does **NOT** guarantee an approval of your financial hardship payment commitment application, nor is there an agreement a payment commitment will be granted after review.

Please direct any further queries regarding Financial Hardship Payment Commitments to the Revenue Department on (07) 4747 3200.

PRIVACY STATEMENT

Mount Isa City Council is collecting your personal information on this form in order to comply with its responsibilities and obligations as a Local Government. This information will only be accessed by authorised Council employees who have a legitimate need for the information to process applications, requests, etc. Your personal information will not be given to any other person or agency unless you have given us permission to do so or we are required to do so by law.

Version 5.0 Dated 27 August 2022 – [3. Applying for Financial Hardship Factsheet - Rates & Water Consumption Version 5.0 Dated 27 August 2022.docx](#)