

Applying for Financial Hardship – Rates & Water Consumption Notices

Council understands Ratepayers experience financial difficulties from time to time. In the event where the residential ratepayer is unable to pay within the required timeframe or in cases of genuine financial hardship and the minimum repayment is not met under Council's Rates and Charges Debt Recovery Policy, supporting evidence is required to be submitted to Council to justify the approval of an extended timeframe.

Financial hardship exists when ratepayers are unable to meet basic requirements, including food, clothing, medicine, accommodation and children's education. This hardship may occur as a result of illness, long-term unemployment or death of a partner.

Council may request whatever information it deems necessary to assess genuine financial hardship. To be considered for financial hardship the property must be your primary place of residence.

- 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 adopted in Council's current Revenue Statement.

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 6.0 Dated 15 February 2024 – [3. Applying for Financial Hardship Factsheet - Rates & Water Consumption Version 6.0 Dated 15 February 2024.docx](#)