

# Need help paying your rates?

You're a household or business owner

Council has declared a natural or economic event and you're a ratepayer in an affected property

You're a residential ratepayer aged over 65

## Apply for Government Assistance

Please check the criteria of available Government financial assistance. Here is some of the support that may be available to you:

- Rates rebate
- Accommodation supplement

You receive the necessary financial support to make your rate payments

You still can't make your rate payments

## Rates Payment Plan

Complete the Rates Payment Plan form on our website. We aim to process in 5-7 working days.

We agree on a payment plan with you

A payment plan still doesn't meet your needs

## Rates Postponement

We will ask you to complete a more detailed form and provide some documentation. This may include:

- Insurance documents,
- Proof of Government assistance,
- Approval from mortgagee (bank or other),
- Letter from employer re: reduced income or loss of job (Doesn't apply for over 65s)

We aim to process in 5-7 working days.