



# Financial Hardship (COVID-19) Information Sheet

Council recognises and understands the impacts COVID-19 is having on our community.

At the Ordinary Council Meeting 24th April 2020, Council resolved to offer a range of relief options to businesses and individuals as follows:

- Freezing rate increases for the 2020-21 financial year and an additional 5% refund to owner/occupiers, eligible small businesses and pastoralists on application.
- Endorsement of a Financial Hardship Policy
- Waive fees associated with rates installment payments for ratepayers facing financial hardship. An application form will need to be submitted.
- Waive penalty interest on 2020-21 rates for ratepayers facing financial hardship. An application form will need to be submitted.
- Increased flexible payment options for ratepayers and debtors facing financial hardship. An application form will need to be submitted as above.
- Suspension of any new debt collection activities for 6 months.

## Financial Hardship Criteria

Your application will be assessed on the following criteria.

- Recent unemployment or under employment due to COVID-19.
- Sickness or recovery of Sickness due to COVID-19.
- Low income or loss of income due to COVID-19.
- Unanticipated circumstances such as caring for and supporting extended family due to COVID-19.
- Other extenuating circumstances.



# Financial Hardship (COVID-19) Application

Use this form if you are experiencing circumstances which adversely impact on your ability to pay your rates assessment on time and would like to apply to have your:

**Penalty interest on your 2020/2021 rates waived**  
**2020/2021 rates instalment payment fees and interest waived**  
**Payment plan in place for a period of 12 months or less**

All applications are assessed on a case by case basis and the Shire of East Pilbara will endeavour to negotiate a solution that is mutually agreeable.

## Financial Hardship Criteria – Check applicable boxes:

- Recent unemployment or under employment due to COVID-19
- Sickness or recovery of Sickness due to COVID-19
- Low income or loss of income due to COVID-19
- Unanticipated circumstances such as caring for and supporting extended family due to COVID-19
- Other extenuating circumstance

## Lodgment

**Email:**

Please email the completed form to:  
[rates@eastpilbara.wa.gov.au](mailto:rates@eastpilbara.wa.gov.au)

**Post:**

Shire of East Pilbara  
PMB 22  
NEWMAN WA 6753

**In Person:**

Newman Administration Centre  
Crn. Kalgan drive and Newman Drive  
NEWMAN

## Contact us

For more information, please contact us at:

Shire of East Pilbara  
PMB 22  
NEWMAN WA 6753

Phone: 08 9175 8000

Fax: 08 9175 2668

Email: [rates@eastpilbara.wa.gov.au](mailto:rates@eastpilbara.wa.gov.au)

Web: <http://www.eastpilbara.wa.gov.au>