

# Application for Payment Plan



## Property Details

Property Number (if known):

Property Address:

## Personal Details

Surname:

Given Names:

Phone:

Email:

Postal Address:

Suburb:

State:

Post Code:

Would you like to update your details in respect to this property to the details above: ☐ Yes ☐ No

Would you like to authorise a 3rd Party (spouse/child etc.) to discuss all aspects of your rates? ☐ Yes ☐ No

If so, please provide their full name and contact number:

Name:

Phone:

## Payment Plan Details

Date of first payment:

Amount:

Frequency: ☐ weekly  
☐ fortnightly  
☐ monthly

Reason for payment plan:

Signature of Applicant:

Date:

**Privacy Collection Notice:** Townsville City Council collects and manages personal information in the course of performing its activities, functions and duties. We respect the privacy of the personal information held by us. The way in which council manages personal information is governed by the *Information Privacy Act 2009* (Qld). We are collecting your personal information in accordance with *Local Government Act 2009* so that we can assess your eligibility to participate in the scheme and update your details in relation to your property. Generally, we will not disclose your personal information outside of Council unless we are required to do so by law, or unless you have given us your consent to such disclosure. However, in performing the above functions, we may need to disclose your personal information to the Department of Human Services (Centrelink) or Department of Veteran Affairs and your nominated 3rd party. For further information about how we manage your personal information please see our [Information Privacy Policy](#).

## Conditions of Payment Plans

1. A Payment Plan is an agreement between the ratepayer and council that allows for the payment of the outstanding rates and charges to be made by regular instalments, over an agreed period of time. Payment Plans can only be accepted for the amount currently outstanding and is only valid for the current rate period. You will need to re- apply for a new payment plan on receipt of any subsequent notices.
2. If the ratepayer defaults on a payment plan, full payment of the balance outstanding will become due and payable immediately and legal action may commence resulting in additional costs for which you would be liable.
3. Compound interest will be charged on all overdue rates and charges and is charged from 7 days after the due date until the date of payment.
4. All applications for payment plans will be acknowledged and confirmed in writing.
5. It is the responsibility of the ratepayer to keep the council informed of changes to financial and other circumstances that affect their ability to make the scheduled payments.
6. The rate payers must provide sufficient information to support their application for a Payment Plan.

For any further enquires contact Council:

### In person

SERVE Centre - Townsville City  
Monday to Friday 8am - 5pm  
103 Walker Street, Townsville City

### By mail

Townsville City Council  
PO Box 1268  
TOWNSVILLE QLD 4810

SERVE Centre - Citylibraries Riverway  
Monday to Fr9am - 5pm  
20 Village Boulevard, Thuringowa Central

### By email

[enquiries@townsville.qld.gov.au](mailto:enquiries@townsville.qld.gov.au)  
(be sure to attach scanned copies of all relevant documentation)

### Need help?

Contact Council  
By phone: 13 48 10 (8am - 5pm)  
Click to chat: [townsville.qld.gov.au](https://www.townsville.qld.gov.au)

## Payment Methods



Post  
Billpay

Pay instore at Australia Post, online at [auspost.com.au/postbillpay](https://auspost.com.au/postbillpay), phone 13 18 16 or by AusPost app



Mail: PO Box 1268, Townsville QLD 4810. Payments can be made by cheque or money order, made payable to Townsville City Council.



Call 1300 886 759 to pay with Mastercard or Visa



Direct Debit: For details and an application, phone 13 48 10 or visit [townsville.qld.gov.au](https://www.townsville.qld.gov.au)



Contact your participating Financial Institution to make payment directly from your account.



Online: Check your rates balance or pay your rates online, visit [townsville.qld.gov.au](https://www.townsville.qld.gov.au)