



RATES & CHARGES

Hardship Concession Application

If you have been severely impacted by hardship circumstances and are experiencing financial difficulties, please fill out this application form.

Rates Property Number: _____

Property Address: _____

Suburb: _____ Postcode: _____

I/we (name) _____ of (Residential Address) _____

Phone Number: _____ Email Address: _____

wish to apply for rates and charges relief based on hardship (including COVID-19 pandemic).

Please update my details in respect to this property to the phone number and residential address as shown above.

Relief requested (please select):

- a 3-month (interest -free) deferral of the due date (and discount date) for rates and charges; or
- a 12-month (interest-free) payment plan which will see all overdue and upcoming rates paid within that timeframe.

Reason for hardship (including COVID-19 pandemic):

- Loss of employment of the landowner or family member;
- Family breakdown, including domestic violence;
- Physical and mental health issues, including illness, physical incapacity, hospitalisation, or mental illness of the landowner or landowner's family member;
- A disaster within the Townsville Local Government Area affecting the landowner or their dependants;
- A death in the family of the landowner; or
- Other factors resulting in unforeseen change in the landowner's capacity to meet their payment obligations, whether through a reduction in income or through an increase in non-discretionary expenditure.

Please provide summary details to support your hardship application:

Please note, Council may require you to provide documentary evidence in the future to support your application.

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I/we (name) _____ hereby declare that

the information I/we have provided is true and correct as at (date): _____

How to submit the form:



Submit via email:
enquiries@townsville.qld.gov.au



Submit by mail:
Townsville City Council
PO Box 1268
TOWNSVILLE CITY QLD 4810



Submit in person:
At the Customer Service Centre
103 Walker St, Townsville City

Privacy Collection Statement:

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 application and update your details in relation to your account. 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. For further information about how we manage your personal information please see our Information Privacy Policy.