



COVID-19 - FINANCIAL HARDSHIP APPLICATION

The City of Kalgoorlie-Boulder (**the City**) is committed to supporting the whole community withstand the unprecedented challenges arising from the COVID19 pandemic and recognises that these challenges will result in financial hardship for our ratepayers and other debtors who receive services from the City.

To ensure that we offer fair, equitable, consistent and dignified support to those suffering hardship, while treating all members of the community with respect and understanding at this difficult time, please consider submitting a Financial Hardship Application (**FHA**). This can be accessed at the City's webpage [My-Property/Rates](#) or by contacting mailbag@ckb.wa.gov.au, or phone our customer service centre 08 9021 9600.

Financial hardship occurs where a person is unable to pay rates and services charges or other City fees without affecting their ability to meet their basic living needs, or the basic living needs of their dependents. The City recognises the likelihood that COVID19 will increase the occurrence of payment difficulties, financial hardship and vulnerability in our community.

To complete the FHA, evidence of hardship is required and debtors are encouraged to provide any information about their circumstances that may be relevant for assessment. A flexible approach will be taken to a range of individual circumstances including, but not limited to, the following situations:

- recent unemployment or under-employment
- sickness or recovery from sickness
- low income or loss of income
- unanticipated circumstances such as caring for and supporting extended family

If the City determines a debtor is in financial hardship, the eligible debtor will be offered a payment plan based on their application which will comprise of the following:

- an extension in time to pay;
- a payment plan; and
- a suspension of interest charges and administration fees whilst a payment plan is in place.

Please return applications to mailbag@ckb.wa.gov.au for review and assessment.