

COVID-19 FINANCIAL HARDSHIP APPLICATION

The City (“We”) recognises that some ratepayers may experience significant financial hardship during and as a result of the coronavirus (COVID-19) pandemic. We aim is to provide assistance to ratepayers through the COVID-19 event without creating additional financial stress when the pandemic has been resolved.

We are encouraging ratepayers who can continue to make payments on their rates to do so, preferably by 30 June 2020 to avoid new 2020/21 billing creating an even more difficult financial position for them.

Ratepayers who are facing payment difficulties due to financial hardship can apply to enter into a payment plan with the City. The payment plan will allow an extension in time to pay, whilst suspending interest charges for rates and charges and administration fees (excluding ESL). The suspension of penalty interest will apply only for the duration of the ratepayer’s COVID-19 payment plan.

Hardship assistance will be assessed in accordance with the same eligibility criteria used to assess genuine financial hardship assistance in respect of rates and charges in line with the City’s CORP-11 Financial Hardship for Debtors Policy.

To apply, please complete the form below and submit your application to mailbag@ckb.wa.gov.au or mail to City of Kalgoorlie-Boulder, PO Box 2042, Boulder WA 6432.

Please note: If you are applying for assistance for more than one property, you must complete a separate application form for each property, as the nature, type and ownership of each may differ.

| 1. Property Information | |
|-------------------------|---|
| Assessment Number | A |
| Property Address | |
| Rate Account Balance | |

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| 2. Rating Information | | | |
|--|--|--|--------------------------------------|
| What is the property’s land use description? | <input type="checkbox"/> Residential | <input type="checkbox"/> Commercial | <input type="checkbox"/> Vacant Land |
| | <input type="checkbox"/> GRV Mining | <input type="checkbox"/> Rural | <input type="checkbox"/> UV Mining |
| Is the property owner/occupied or is it rented? | <input type="checkbox"/> Owner/Occupied | | |
| | <input type="checkbox"/> Rental – tenanted | <input type="checkbox"/> Rental – untenanted | |
| If the property is rented, how is it managed? | <input type="checkbox"/> Managing Agent (agent’s name) | | |
| | <input type="checkbox"/> Privately | | |
| If you lease the property, what type of lease do you hold? | <input type="checkbox"/> Crown | <input type="checkbox"/> Mining tenement | <input type="checkbox"/> Peppercorn |

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| 3. Ratepayer Information | |
|--------------------------|----------|
| Surname / Company Name | |
| Given Names | |
| Residential Address | |
| Postal Address | |
| Email Address | |
| Mobile No | Phone No |

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4. Financial Hardship

Is your request for assistance caused by the impacts of the coronavirus (COVID-19)?

Yes

No

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Please tell us how you have been paying you 2019/20 rates account?

| | |
|--------------------------|---|
| <input type="checkbox"/> | Instalments (x 2 payments) |
| <input type="checkbox"/> | Instalments (x 4 payments) |
| <input type="checkbox"/> | Special Payment Plan: <input type="checkbox"/> Plan still active <input type="checkbox"/> Plan cancelled, exceeded defaults limit |
| <input type="checkbox"/> | Other (please explain) |

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Please tell us about your financial position by indicating the reason/s below:

| | |
|--------------------------|--|
| <input type="checkbox"/> | I have become unemployed. |
| <input type="checkbox"/> | My pay has been reduced. |
| <input type="checkbox"/> | I have been stood down. |
| <input type="checkbox"/> | I have had to take time off work to care for a family member. |
| <input type="checkbox"/> | I have had to self-isolate. |
| <input type="checkbox"/> | I have been diagnosed with coronavirus (COVID-19) and am unable to work. |
| <input type="checkbox"/> | Death in the Family. |
| <input type="checkbox"/> | Temporary physical and mental health problems. |
| <input type="checkbox"/> | Domestic or family violence. |

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If your circumstances have changed in another way, please explain:

Add text

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Have you or your employer applied for any of the Federal Government's coronavirus (COVID-19) or other financial assistance measures? (for example, JobSeeker or JobKeeper payments, access to Superannuation)? Please indicate:

| | | |
|--------------------------|-------------------|------------------------------------|
| <input type="checkbox"/> | JobSeeker Payment | |
| <input type="checkbox"/> | JobKeeper Payment | |
| <input type="checkbox"/> | Other Payment/s | Please explain: Add text |

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How long do you expect you will be experiencing financial difficulty?

| | |
|--|--------------------|
| <input type="checkbox"/> | 1-3 months. |
| <input type="checkbox"/> | 3-6 months. |
| <input type="checkbox"/> | 6 months or longer |
| Please explain the reasons: Add text | |

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5. Income and Expenditure – Please complete the sections below:

| Income – Gross amount received weekly/fortnightly/monthly | | Frequency | Amount |
|---|---|---------------------------|--------|
| <input type="checkbox"/> | Wage and Salaries | | |
| <input type="checkbox"/> | Pension or other government benefits | | |
| <input type="checkbox"/> | Spouse or partners income | | |
| <input type="checkbox"/> | Interest from banks and financial institutions or dividends | | |
| <input type="checkbox"/> | Compensation, superannuation insurance or retirement benefits | | |
| <input type="checkbox"/> | Have you received any other income? (child support, rental income)? | State income type: | |
| Income | | | |

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| Expenditure outgoings weekly/fortnightly/monthly | | Provider Name | Frequency | Amount |
|--|--------------------------------|---------------|-----------|--------|
| <input type="checkbox"/> | Mortgage/Home loan | | | |
| <input type="checkbox"/> | Other mortgages/business loans | | | |
| <input type="checkbox"/> | Other loans | | | |
| <input type="checkbox"/> | Credit Cards | | | |
| <input type="checkbox"/> | Utilities | Power | | |
| | | Water | | |
| | | Rates | | |
| | | Phone | | |
| <input type="checkbox"/> | Insurances | | | |
| <input type="checkbox"/> | Living Expenses | | | |
| Expenditure | | | | |

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| | | |
|---------------------------------------|-------------------------------|--|
| INCOME AND EXPENDITURE SUMMARY | Total Income | |
| | Less Total Expenditure | |
| | BALANCE | |

6. Dependents

Do you have dependents you are supporting? Please indicate:

| | | |
|--------------------------|---------------------|--|
| <input type="checkbox"/> | Spouse /Partner | |
| <input type="checkbox"/> | Children | How many dependent children do you have? |
| <input type="checkbox"/> | Other (please name) | |

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7. Payment Proposal

Complete the proposal below, indicating the repayment amount, start date and frequency of payment

| | | | | | |
|------------------|---------------------------------|--------------------------------------|----------------------------------|---|--|
| Amount | \$ | Proposed Start Date | | | |
| Frequency | <input type="checkbox"/> Weekly | <input type="checkbox"/> Fortnightly | <input type="checkbox"/> Monthly | <input type="checkbox"/> Other (state type) | |

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8. Supporting Documentation

Please provide on lodgment the relevant documentation (see below) to support your financial hardship application. Missing documents could cause a delay in your application being processed.

| |
|---|
| ➤ Bank Statement/s |
| ➤ Medical Certificate |
| ➤ Centrelink |
| ➤ Letter from Employer |
| ➤ Letter from a Provider who have deemed you to be in financial hardship (e.g. bank, super fund, utilities) |
| ➤ Letter from a recognised financial counsellor or planner confirming financial hardship |
| ➤ Documentation such as a statutory declaration from a person familiar with the your financial circumstances (e.g. family doctor, accountant,) |

Declaration

| | |
|--------------------------|--|
| <input type="checkbox"/> | I declare that I am the ratepayer and authorised person of the above mentioned property. |
| <input type="checkbox"/> | I declare that the information provided within this Application for COVID-19 Financial Hardship is accurate. |

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| | |
|-----------------------------|-------------|
| | |
| Authorised Signature | Date |

Processing Your Application

Once you have completed this form please post it to:

City of Kalgoorlie-Boulder

PO Box 2042

BOULDER WA 6432

Or Email to mailbag@ckb.wa.gov.au.

If you have any questions regarding your application, please contact our Rates Team on (08) 9021 654 or email rates@ckb.wa.gov.au.

Useful Information

The Australian Government is providing a range of measures to address the global health crisis related to coronavirus. For information on the economic response to coronavirus including details of the JobKeeper payment scheme and an overview of the Government's targeted economic response packages, visit the Australian Government, [The Treasury's webpage](#).

The Department of Health are the lead agency on coronavirus (COVID-19) and people are advised to visit their website as a true and accurate source of information.

For general health information and advice on coronavirus (COVID-19), visit the [Department of Health's webpage](#).

Emergency Assistance and Support

Information on immediate emergency assistance or support is available for those affected by COVID-19:

- For local emergency relief, visit [serviceproviders.dss.gov.au](#).
- To test eligibility for income support payments including JobSeeker, contact Services Australia, visit [servicesaustralia.gov.au](#).
- For financial counselling, including advice on managing debt, visit [National Debt Helpline](#) or visit [MoneySmart](#) for advice to help you manage your money.
- Those on a low income may be eligible to apply for a 'No Interest Loan'. For more information and details on how to apply, visit [Good Shepherd Microfinance \(link is external\)](#).

Support Services Contact Information

| Name | Phone | Website |
|--|--------------|---|
| Government of Western Australia - Department of Health | 1800 020 080 | https://ww2.health.wa.gov.au/Articles/A_E/Coronavirus |
| HealthyWA | 1800 022 222 | https://www.healthywa.wa.gov.au/ |
| Lifeline Australia (personal crisis support services) | 13 11 14 | https://www.lifeline.org.au/ |
| Australian Government Services Australia (links to MyGov, Centrelink and Medicare) | 1800 020 080 | https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19 |
| Financial Counselling Service | 1800 007 007 | https://ndh.org.au/ |
| Ethnolink Language Services | 1300 727 441 | https://www.ethnolink.com.au/covid-19-coronavirus-translated-resources |