

# COVID-19 RATES REBATE – FINANCIAL HARDSHIP APPLICATION FORM

## About this form

Council is seeking to assist its ratepayers and debtors through the COVID-19 pandemic with a single application process.

Council is seeking to provide a one-off Council rates rebate of \$400 to assist those who have been granted the following:

- Commonwealth COVID-19 Disaster Payment
- Small and Medium Business Support Payment
- Federal/State Grants program for Micro Businesses
- JobSaver Payment

Applications will be received and assessed up to 31 December 2021. Council will be working with all applicants to ensure applications are complete for the purposes of qualifying for the one-off council rate rebate.

For successful applications received up until the 30 September 2021 (inclusive), the \$400 rates rebate will be applied to the November 2021 rates instalment. For successful applications received between 1 October and 31 December 2021 (inclusive); the \$400 rates rebate will be applied to the February 2022 rates instalment.

Ratepayers who have been granted the Voluntary Council Rebate and Statutory Pensioner Rebate are unable to apply for the \$400.00 rate rebate. However, eligible pensioners will receive a one-off COVID-19 rate supplement to a maximum of \$50 per rateable property in addition to the Voluntary Council Rebate and Statutory Pensioner Rebate of up to \$350 already granted. This supplement will be granted to all eligible pensioners who received the Statutory Pensioner Rebate from 1 July 2021 until 31 December 2021 (inclusive). To receive the \$50 COVID-19 rates supplement, pensioner rebate applications must be received on or before 31 December 2021 (inclusive). There is no requirement to complete a hardship application. For existing and new pensioner rebate applications received up until the 30 September 2021 (inclusive), the additional rates rebate will be applied to the November 2021 rates instalment. For new pensioner rebate applications received between 1 October and 31 December 2021 (inclusive); the additional rates rebate will be applied to the February 2022 rates instalment.

Council's Financial Hardship Policy can be found at [www.ryde.nsw.gov.au/hardship](http://www.ryde.nsw.gov.au/hardship)

## \$400 Council rates rebate

If applying for the \$400 Council rates rebate, you will need to provide the following in order to meet the criteria:

Documentation showing payment granted/approved from the appropriate State or Federal Agency, such as Centrelink, Services NSW and/or the Australian Taxation Office will be required upon submission of the application.

If any additional information is required to substantiate an application, Council's officers may request this as required.

In providing financial assistance to those who require it, Council is required to fulfil its legislative obligations by issuing rates and reminder notices along with invoices and statements in line with Council's existing processes.

## COVID-19 Financial Hardship Support

The eligibility criteria for this one-off rate rebate requires the applicant to demonstrate that they have been granted/approved for the following:

- Commonwealth COVID-19 Disaster Payment
- Small and Medium Business Support Payment
- Federal/State Grants program for Micro Businesses
- JobSaver Payment

It must be for the period between 1 July to December 31, 2021 (inclusive). In order for the applicant to qualify to this, they must submit any one of the following documentation:

Documentation showing payment granted/approved from the appropriate State or Federal Agency, such as Centrelink, Services NSW and/or the Australian Taxation Office will be required upon submission of the application. If any additional information is required to substantiate an application, Council officer may request this as required.

On review of the submitted documentation, Council may grant a one-off rebate to an applicant of \$400 for one rateable property that is in their ownership. Further, where there is more than one registered owner of a rateable property, Council will only consider a maximum one application per rateable property. Where an applicant owns more than one rateable property, the rebate of \$400 will only apply to one of those rateable properties in total.

For successful applications received up until the 30 September 2021 (inclusive), the \$400 rates rebate will be applied to the November 2021 rates instalment. For successful applications received between 1 October and 31 December 2021 (inclusive); the \$400 rates rebate will be applied to the February 2022 rates instalment.

All ratepayers will continue to have access to rate relief via a mutually acceptable payment plan. During this time, no legal action will be pursued, and no interest will be charged until 1 January 2022 on any overdue rates.

Please review the Financial Hardship Policy before you commence your application.

Personal information collected from you is held and used by Council under the provisions of the *Privacy and Personal Information Protection Act 1998*. The supply of information is voluntary, however if you cannot provide, or do not wish to provide the information sought, Council may be unable to process your request. Please note that the exchange of information between the public and Council, may be accessed by others and could be made publicly available under the *Government Information Public Access Act 2009 (GIPA Act)*. If you require further information please contact Council's Customer Service Centre on 9952 8222.

## INFORMATION YOU WILL REQUIRE:

- Rates Notice (Customer Reference Number for Rates Debtors)
- Invoice Number (Debtor Account Number for Community, Commercial and Other Debtors).
- Relevant documentation

In providing financial assistance to those who require it, Council is required to fulfil its legislative obligations by issuing rates and reminder notices along with invoices and statements in line with Council's existing processes.

Applications for the COVID-19 Rates Rebate will close on **31 December 2021**.

## Lodging this form

Applications can be lodged in one of the following ways:

- **Scanned and emailed:** cityofryde@ryde.nsw.gov.au
- **Post:** Locked Bag 2069, North Ryde, NSW 1670
- **Drop off:** In the Ryde Library After-hours return chute, 1 Pope Street, Ryde (cnr Pope and Devlin Streets, within Top Ryde City Shopping Centre)

## PART 1 : FINANCIAL HARDSHIP DETAILS

### Customer Reference Number

(from Rates Notice if you are a rates debtor)  
or Debtor Number (if you a non-rates debtor)

## PART 2 : APPLICANT DETAILS

Applicant name

Property/Business address

Unit/street number

Street name

Suburb

Postcode

Applicant contact number

Applicant email address

## PART 3 : DECLARATION

**I acknowledge that the above information is true and accurate.**

**I have attached the relevant State or Federal documentation:**

Commonwealth COVID-19 Disaster Payment

Small and Medium Business Support Payment

Federal/State Grants program for Micro Businesses

JobSaver Payment

Signature

Date