

# COVID-19 RATE RELIEF

## COVID-19 rate relief measures are ending soon

COVID-19 relief measures put in place in March 2020 to help ease the impact of COVID-19 will come to an end on 30 June 2021.

## What does this mean?

Interest and charges for unpaid rates will be applied from 1 August 2021.

## What can I do?

If you are having difficulty paying your rates please contact our customer relations team on 08 8384 0666 to discuss the options that may best suit your circumstance.

Also, please see the other side of this leaflet for more information.

## Financial hardship

We recognise that ongoing financial hardship can be experienced by some ratepayers.

We aim to assist by providing an understanding of the options available to manage payment of rates that are already outstanding or will become overdue in the near future.

Please refer to our Financial Hardship Policy on our website for further information.

## How do I apply?

Please contact our customer relations team on 08 8384 0666 to discuss the options that may best suit you.

To make an application for hardship, you will be encouraged to make contact with an accredited financial counsellor to assist you with this process.

To speak to or to find a local financial counsellor, please contact the National Debt Hotline on 1800 007 007 or visiting [www.ndh.org.au/talk-to-a-financial-counsellor](http://www.ndh.org.au/talk-to-a-financial-counsellor).

## Contact us

08 8384 0666

[www.onkaparingacity.com](http://www.onkaparingacity.com)