

CASSOWARY COAST REGIONAL COUNCIL - RATES EXTENSION & HARDSHIP SUPPORT FAQ'S -

General Enquiries

Q: Why has the rates deadline been extended?

A: The Cassowary Coast Regional Council has extended the rates deadline to Friday, 14 March 2025, to assist residents affected by the recent flooding disaster. This extension provides additional time for ratepayers to make payments while still qualifying for the 5% discount.

Q: Who is eligible for the rates deadline extension?

A: The extension applies to all ratepayers across the Cassowary Coast region.

Q: Why is the extension only for 14 days?

A: Council has balanced the need to provide relief for affected residents with the requirement to maintain essential community services. A 14-day extension offers extra time for payments while ensuring Council can continue delivering vital infrastructure and services and remain financially sustainable in the future.

Q: Will I still receive the 5% discount if I pay by the extended deadline?

A: Yes, ratepayers who pay their rates and charges in full by the new due date of 14 March 2025 will still receive the 5% discount on general rates.

Q: How can I pay my rates?

A: Payments can be made online via Council's website, at Council's customer service centres, through BPAY, via the Post Office (cash and cheque accepted) or via phone on 1300 763 903.

Q: I haven't received my rates notice yet. What should I do?

A: Due to postal delays and road disruptions, some residents may experience late delivery of their notices. If you have not received yours, please contact our Customer Service team at 1300 763 903 or email enquiries@cassowarycoast.qld.gov.au.

Q: What other assistance is available?

A: Both state and federal governments have grants available for residential properties, businesses, not-for-profit organisations and primary producers. For further information on any of these grants, see State Government assistance at www.qld.gov.au/community/disasters-emergencies/disasters/money-finance/eligibility-apply, or Federal Government assistance at www.disasterassist.gov.au/Pages/disasters/queensland/nth-far-nth-tropical-low-commencing-29012025.aspx

CASSOWARY COAST REGIONAL COUNCIL

Address all correspondence to the Chief Executive Officer. PO Box 887, Innisfail Qld 4860

T: 1300 763 903 **E:** enquiries@cassowarycoast.qld.gov.au **W:** cassowarycoast.qld.gov.au

OFFICE LOCATIONS: **Innisfail** 70 Rankin Street **Tully** 38-40 Bryant Street

Financial Hardship Assistance

Q: What financial hardship support is available?

A: Council has updated its Financial Hardship Policy to offer:

- A 12-month payment arrangement with no interest for eligible property owners.
- Streamlined access to hardship support for those who have qualified for the Australian Government Disaster Recovery Payment (AGDRP).

Q: How do I apply for financial hardship assistance?

A: If you are experiencing financial hardship, contact Council's Customer Service team to discuss available support options or visit Council's website to

www.cassowarycoast.qld.gov.au/financial-hardship-assistance

Q: What documents do I need to provide for hardship assistance?

A: If you have received the Australian Government Disaster Recovery Payment (AGDRP), only proof of your payment for the "*Disaster Financial Assistance Application*" is required. Other applicants may need to provide supporting financial documents, our Customer Service team can guide you through the process.

Q: Will interest be charged on payment plans?

A: No, eligible property owners entering into a hardship payment arrangement will not be charged interest for a 12-month period.
