



27 May 2020

Dear resident/s,

We understand that some people in our community are facing financial hardship as result of the COVID-19 crisis, and this is something Council has taken into account in considering rates payments.

To ease the impact on those experiencing substantial financial difficulties at this time, we have introduced a waiver of \$200 for the fourth quarter 2019/20 rates to eligible ratepayers. Those who have a current Personal Centrelink Reference number and receive a current welfare payment will be eligible to apply. Alternative evidence of financial hardship will also be considered. If you think this applies to you, please fill out the online application form at [melton.vic.gov.au/raterelief](http://melton.vic.gov.au/raterelief) or email [revenue@melton.vic.gov.au](mailto:revenue@melton.vic.gov.au)

This measure adds to Council's recently implemented COVID-19 Financial Assistance (Rates & Charges) Policy, which provides options to people experiencing financial difficulty due to COVID-19 impacts. Whether you are a residential or a business ratepayer, this policy can support you with payment plans, payment deferrals, and waivers of penalty interest.

By introducing these support measures, we're doing what we can to help financially affected individuals, families, and businesses manage what is an incredibly challenging time.

Your rates help fund roads, leisure and community centres, children's programs, care services, parks, footpaths, library books, and so much more, and this response will ensure we can continue to deliver these important programs and services while making things a little easier on those ratepayers most impacted at this time.

Please be aware that all rates payments will need to be made online or over the phone as our customer service centres remain closed to the public.

Council is here to support all residents, businesses and community organisations during this uncertain time. You can find further information on Council's website.

Yours sincerely,

A handwritten signature in black ink, appearing to be "Lara Carli".

Cr Lara Carli  
**CITY OF MELTON MAYOR**