



# WATER SERVICES FINANCIAL HARDSHIP POLICY

## PURPOSE

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This Financial Hardship Policy outlines how the City will assist a residential ratepayer (“you”) who cannot pay the sewerage service component of their rate notice<sup>1</sup> because of financial hardship.

This policy applies only to the sewered area rates portion of your rate notice.

If you are also having difficulty paying other charges on your rates notice, the City encourages you to still talk to the City.

The City is committed to working with you to find an appropriate payment arrangement that works for both you and it. The City understands that it can be difficult to ask for support, and will treat you sensitively and respectfully.

## SCOPE

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This Financial Hardship Policy applies to residential ratepayers who are experiencing financial hardship. It is:

- applied by staff in Debt Recovery who are responsible for the recovery of overdue rates accounts;
- used as a reference by all employees and contractors of the City of Kalgoorlie-Boulder who interacts with ratepayers with outstanding sewer charges, and who suspect or have confirmed, that the ratepayer is experiencing financial hardship; and
- a guide used for external stakeholders when assisting customers in financial hardship e.g. financial counsellors.

This policy does not apply to non-residential ratepayers because the *Water Services Code of Conduct (Customer Service Standards) 2024* and the City’s water license only require us to have a hardship policy for any wastewater water or sewerage services it provides to residential customers.

The City acknowledges that the temporary loss of a job is likely to cause some difficulties paying bills, but not necessarily hardship. However, you should still contact the City for assistance. In recognition that these customers may also need support, its trained staff can offer advice and a range of flexible payment options to assist them.

## DEFINITIONS

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**CEO** means the Chief Executive Officer of the City.

**City** means the City of Kalgoorlie-Boulder.



**Customer** means a customer who uses the place in respect of which a water service is provided solely or primarily as the customer's dwelling (as defined in the *Water Services Code of Conduct (Customer Service Standards) 2024*) (Note: a customer may be a residential, commercial or retail customer by virtue of being a council ratepayer.)

**Financial liability** means the land owner, pursuant to section 126 of the Water Services Act 2012.

**Financial hardship** refers to a persistent state of financial difficulty that compromises the customer's ability to meet essential living requirements for themselves or their dependents if they are required to pay an outstanding amount.

**Financial hardship payment arrangement** means a payment agreement made between the City and a customer (residential, consumer or retail) who is willing and has the intention to pay, but is unable to meet their repayments or existing financial obligations due to serious and/or exceptional hardship.

**Wastewater (sewerage)** means any form of waste that may be appropriately removed or dealt with through the use of a sewerage service.

**Sewerage (wastewater) service** means:

- a service constituted by the collection, storage, treatment or conveyance of sewage through the use of a reticulated system, or
- any other service, or any service of a class, brought within the ambit of this definition by the regulations.

(as defined in the *Water Services Act 2012*) (Note: sewerage service includes but not limited to community wastewater management systems).

**ERA** means Economic Regulation Authority.

**FCAWA** means Financial Counsellors Association of Western Australia.

**Recognised Financial Counselling Service** means a recognised service that can refer applicants to a financial counsellor in their area. Alternatively, they can refer the applicant to the National Debt Helpline (Ph. 1800 007 007). The Helpline provides a free confidential service for all Western Australians with financial problems and queries.

Financial Counsellors means agencies that provide free and independent financial counselling and advocacy services to people in financial difficulty. They are generally community-based and non-government organisations funded by the government or community sector organisations such as welfare organisations.

## **POLICY STATEMENT**

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The City understands ratepayers experiencing financial hardship may find it difficult to pay their rates account. The City recognises it has an ongoing social obligation to ensure ratepayers are treated with fairness, integrity and compassion. It is committed to working with its ratepayers to find an appropriate payment solution that is effective and sustainable.

## **POLICY DETAILS**

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### **1. What is Financial Hardship?**

You will be considered to be in financial hardship, if paying the sewerage area rates will affect your ability to meet your basic living needs – in short, if you have the intention but not the financial capacity to pay. The City is committed to providing additional support to assist you in meeting your legal commitments.

The City recognises there are two types of financial hardship i.e. temporary and ongoing. Depending on the type of hardship being experienced, you will have different needs and will require different solutions.

### **2. Identifying Customers in Financial Hardship**

If you think you may be in financial hardship, the City encourages you to contact us as soon as possible. You may ask your financial counsellor to contact the City on your behalf.

The City will assess within ten business days whether it considers you to be in financial hardship. If after ten days an assessment has not been made, the City will refer you to a financial counsellor for assessment.

As part of the City's assessment it will consider any information provided by you and, if applicable, your financial counsellor. The City will also take into account any information the City may have on your payment history.

As soon as the City has made its assessment, it will advise you of the outcome.

### **3. Financial Hardship**

You are experiencing financial hardship if you are in:

*... in relation to a customer who is a residential customer, means being in an ongoing state of financial disadvantage in which the ability of the customer to meet the basic living needs of the customer or a dependant of the customer would be adversely affected if the customer were to pay an outstanding amount; (clause 22 of the Water Code).*

You may require ongoing assistance such as alternative payment arrangements with an extension of time to pay; the waiving of interest and any associated administrative fees; and may also include a write-off of accrued interest and/or legal (refer to section 7 for full payment plans detail).

The City will consider all circumstances including, but not limited to, the following examples:

- a serious accident;
- sudden bereavement within a family;
- severe/life threatening illness or medical disability;
- an impact on a dependent or family member who has serious disability or health problem and who relies on the affected person for their financial support;
- marriage/partnership breakdown;
- prolonged imprisonment;
- business downturn;



- loss of primary income and/or other unforeseen factors affecting a customer's capacity to pay, such as a reduction in income or an increase in non-discretionary expenditure;
- temporary physical or mental incapacity;
- emergency event from natural disasters such as flood, bushfire, cyclone or earthquake;
- domestic or family violence; or
- any other matter considered acceptable by the Chief Executive Officer.

#### **4. Payment Plans**

If the City determines that you are in financial hardship, under the sewerage services portion of your rate notice it will offer you the following:

- more time to pay your account; or,
- a payment plan; and,
- suspend interest charges and administration fees whilst a payment plan is in place.

For ratepayers that have been assessed as experiencing "ongoing hardship", the City may refer the property to Council for their consideration, under a financial hardship report for write-off of accrued interest and/or legal fees. The format of the report to Council will include the following information:

- property's assessment number;
- description of the debt;
- amount outstanding (further broken down into rates and service charges categories);
- period of debt (e.g. 1 year, 2 years etc.); and
- reason/s for the write off/s.

The referral to Council is a requirement under section 6.47 of the *Local Government Act 1995*, which requires Council's absolute majority.

The City will involve you and, if applicable, your financial counsellor in setting a payment plan. When setting the conditions of the plan, it will consider your capacity to pay, and if relevant, your consumption.

The City will review your payment plan if you submit a request. If the City's review indicates that you are unable to meet your obligations under the current plan, the City will revise it. The City will either extend the duration of the payment arrangement and/or reduce the periodic payment amount.

If you do not comply with your payment plan and fail to contact the City to re-negotiate the terms, it will make all reasonable attempts to contact you to advise of its next course of action. The City does not have to offer you a payment plan if you have had two payment plans cancelled because of non-payment or declined payments.



If you are an occupier of a property under a crown lease, the City will notify the landowner (e.g. State of WA) advising them of its intention to provide you with an extension of time to pay or a payment plan before it formally accepts your proposal.

## **5. Debt Reduction**

### **a. Temporary Financial Hardship**

If you have been assessed as experiencing temporary financial hardship, the City will consider reducing the amount you owe us by it by waiving penalty interest and administration fees whilst committing to a payment plan.

### **b. Ongoing Financial Hardship**

If you have been assessed as experiencing ongoing financial hardship, the City will consider reducing the amount you owe us by way of;

- waiving interest and administration fees charges whilst committing to a payment plan;
- and
- requesting Council to consider a write-off interest and/or legal charges (absolute majority required).

## **6. Debt Collection**

The City will suspend its debt recovery processes whilst negotiating a suitable payment arrangement with you.

### **a. Payment Plans**

The City will not commence any legal proceedings to recover your debt if:

- you are being assessed as experiencing temporary or ongoing financial hardship;
- you have received an extension in time to pay, payment plan or another payment arrangement you have with the City; and
- you are complying with your extension in time to or payment plan.

### **b. Legal Proceedings**

If legal proceedings have been commenced, these will be suspended for the following reasons:

- your financial hardship application is being reviewed and assessed,
- you have received an extension in time to pay, a payment plan or another payment arrangement you have with us,
- you are complying with your extension in time to or payment plan.

### **c. Non Compliance to Payment Plan**

If you do not comply with your time to pay, payment plan or other payment arrangement, the City may commence debt recovery proceedings in accordance with the City's Debt Collection Policy.



Legal actions proceedings will be initiated or re-initiated, where your rates account will be referred to either:

- to the City's officers responsible for debt recovery; **or**
- outsourced to an external Debt Collection Agency.

## 7. Legal Costs

All legal costs and expenses incurred in recovering outstanding rates and charges will be charged against the property in accordance with section the *Local Government Act 1995*.

When collecting your debt, the City will comply with Part 2 of the Australian Competition and Consumer Commission (ACCC) and Australian Securities and Investments Commission (ASIC) Debt collection guidelines for collectors and creditors.

If due to an administrative error by the City, and legal proceedings were inadvertently taken, the City will take every measure to rectify your rates account. Any associated fees will be reversed and any entries that may appear on your credit history file (in regards to the City's error) will be cleared.

## 8. Additional information

- **The City's Schedule of Fees and Charges** is located on the City's website- [www.ckb.wa.gov.au](http://www.ckb.wa.gov.au).
- **Rates Notice:** You can choose to have your annual rates notice sent to you electronically (e-Rates) or by mail. To register for e-Rates you must subscribe via the City's website – [www.ckb.wa.gov.au/My-Property/Rates/Subscribe-to-e-Rates](http://www.ckb.wa.gov.au/My-Property/Rates/Subscribe-to-e-Rates).
- **Redirection of rate notice:** If you are absent or ill you can request to have your rates notices redirected to another person free of charge.
- **Payment Methods:** You may pay your rate notice by direct debit, Centrepay, BPAY, BPOINT, telephone, post or in person.

For more information on your payment options, please contact us on (08) 90219600 or [mailbag@ckb.wa.gov.au](mailto:mailbag@ckb.wa.gov.au) or in person at the Administration Office 577 Hannan Street, Kalgoorlie.

- **Centrepay:** is only available to customers who receive Centrelink payments. Paying by Centrepay may help you manage your bills more easily as your bills will be paid through regular deductions.
- **Concessions:** The Office of State Revenue has a rebate scheme that provides concessions to pensioners and seniors on their local government rates charges, sewerage charges and emergency services levy. The concessions available are either a rebate on, or the deferment of, these charges (eligibility criteria must be met). To receive a concession on your local government rates, sewer and emergency services levy, you must be on 1 July of the current financial year:
  - own and occupy your property as your ordinary place of residence;**and**
  - be the holder of a valid:



- Pensioner Concession Card; or
  - State Concession Card; or
  - Commonwealth Seniors Health Card together with a WA Seniors Card; or
  - WA Seniors Card.
- Register your entitlement with us in person or online with Water Corporation [www.watercorporation.com.au/my-account/i-want-to/concessions](http://www.watercorporation.com.au/my-account/i-want-to/concessions).
  - A pro-rata rebate may be available from the date of registration to Pensioners, and Seniors who become eligible after 1 July of the current financial year.
  - If you have arrears outstanding on your property and you meet the eligibility criteria, you may be able to enter into a payment arrangement to pay the arrears and still be eligible for a rebate. The City suggests you contact our Rates Team on (08) 90219654 to discuss your rates accounts.
  - If your circumstances change, particularly with respect to your ownership or occupation of the property, or your eligibility, you must notify the City on (08) 9021 9600 (8.30am-4.30pm weekdays) or the Water Corporation on 13 13 85 (8am-5pm weekdays). Your registration will be cancelled or amended, as appropriate.
  - Payments received after the cut-off date 30 June, may result in the loss of your rebate and the full levied amount will become payable.
  - **Financial Counselling:** The City will advise you of any financial counselling services or other organisations that may be available to you. Financial counsellors offer free, independent information to help you take control of your financial situation. The Financial Counsellors' Association of WA (FCAWA) can refer you to a financial counsellor in your area.
  - **Contact details are:**
    - Financial Counsellors' Association of WA Phone: 08 9325 1617
    - Email: [enquiries@fcawa.org](mailto:enquiries@fcawa.org)
    - Website: [www.fcawa.org](http://www.fcawa.org)
    - National Debt Helpline: 1800 007 007Alternatively, you can call the National Debt Helpline 1800 007 007 or [www.ndh.org.au](http://www.ndh.org.au). The Helpline provides a free confidential service that provides support if you are experiencing financial hardship.
  - **Fees and charges:** The City will charge you for the sewerage services it provides to you.
  - If you do not pay your rate notice by its due date you will be charged penalty interest at a rate of 10% per annual (accruing daily). The penalty interest rate is set under section 6.15 of the Local Government Act 1995.
  - For additional information relating to the prescribed interest rate and payment terms, this can be found on the rear of your rates notice.

## 9. Training of Staff



Frontline employees who assist customers having difficulty paying their outstanding charges are trained and are assessed for competency in relation to:

- The range of payment options and methods available;
- The City's Financial Hardship Policy, procedures and work instructions including delegated authorities that relate to debt recovery and credit management practices;
- Government funded concession entitlements;
- Government and community programs/services available including referrals to financial counsellors;
- Key cultural and social issues for significant customer groups and communication skills for engaging with ratepayers in financial hardship;

To ensure this process is maintained to the desired standard, staff performance is assessed through monitoring of calls for Customer Service staff and qualitative audits.

Debt Recovery staff who case manage individuals experiencing financial hardship have comprehensive training on a range of social and community issues to improve their understanding of the issues that affect people in financial hardship. In addition, the City will:

- Engage with stakeholders in the development and review of training programs;
- Provide training to new staff and schedule refresher courses where appropriate.

#### **10. The Customer's commitment to the City**

The City will do its best to assist customers experiencing financial hardship. If you are experiencing financial hardship, the City would like you to contact us as soon as possible to discuss your situation. The City can offer you a payment plan over an extended period, if you agree and maintain the arrangement.

In return, the City asks that the customer:

- agree and maintain a suitable payment arrangement;
- keep it informed of any changes in their circumstances;
- contact it to request an alternative arrangement if they are having difficulty maintaining the agreed payment plan; and
- contact a financial counsellor or relevant consumer representative if requested. It is important for a customer in Financial Hardship to meet with a person from a relevant consumer representative organisation to discuss their financial situation and consider the options available.

#### **11. Availability and accessibility**

The City regularly promotes its financial hardship policy to registered Financial Counsellors in Kalgoorlie-Boulder, and its customers through e-mail, newsletters, City's website, and public notice board.

Upon request, the City's customer service officers can provide you with a copy of this policy in alternative format. This policy is also available on the website at <https://www.ckb.wa.gov.au/policies>.





## 12. Complaints Handling

Complaints will be handled in accordance with the Australian Standard on Complaints Handling in conjunction with the [Water Services Code of Conduct \(Customer Service Standards\) 2024](#)

The City is committed to solving issues as quickly as possible. If you have a complaint, please contact the Customer Service Team on (08) 9021 9600 or email [mailbag@ckb.wa.gov.au](mailto:mailbag@ckb.wa.gov.au) or refer to the section 13 below.

Our complaints handling process is available on our website. The policy can be found at [www.ckb.wa.gov.au/policies](http://www.ckb.wa.gov.au/policies).

The complaints handling process is free of charge.

If you are not satisfied with the way the City handles your complaint, you may refer your complaint, or would prefer to direct your complaint to an external body in the first instance, to the [Energy and Water Ombudsman](#). The Energy and Water Ombudsman will investigate your complaint and may mediate the dispute between you and us.

## 13. Fees and Interest Charges relating to Complaints

Fees, interest charges or debt recovery will not be charged if:

- a. if a complaint made by the customer to the licensee that directly relates to the non-payment of the bill is not resolved; or
- b. if a complaint made by the customer to the water services ombudsman (known to the City) that directly relates to the non-payment of the bill is not determined or is upheld by the water services ombudsman.

## 14. Approval and review

The City's policy was approved by the Economic Regulation Authority.

The City will review this policy at least every five years to ensure it remains up-to-date and relevant.

## COMPLIANCE REQUIREMENTS

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- Council Policy CORP-F-011 Financial Hardship
- Council Policy CORP-F009 Debt Collection
- Water Services Operating License
- Water Services Act 2012
- Water Service Code of Conduct (Customer Service Standards) 2024 (Water Code)
- Health (Miscellaneous Provisions) Act 1911
- Public Health Act 2016
- Local Government Act 1995
- Local Government (Financial Management) Regulations 1996
- Rates and Charges (Rebates and Deferrals) Act 1992
- Financial Hardship Policy Guidelines for Water Services (Economic Regulation Authority)
- Energy and Water Ombudsman Western Australia



**ALTERNATIVE FORMATS**

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This document is available in alternative formats (softcopy/online, hardcopy and large print) upon request, please contact us for assistance.



If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone the City of Kalgoorlie-Boulder on (08) 9021 9600. The City’s business hours are 8:00am to 5:00pm Monday to Friday.

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service [www.relayservice.gov.au](http://www.relayservice.gov.au) :

TTY users phone 133 677 then ask for 08 9021 9600 Speak and Listen users phone 1300 555 727 then ask for 08 9021 9600

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