



# MEDIA RELEASE

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## Rates – Making a Payment Arrangement

Council has adopted a Hardship Policy (3.02) which provides assistance to rate payers who are experiencing financial hardship. The policy includes details about payment arrangements as well as the write off of accrued interest.

This document is available on Councils website [www.norfolkisland.gov.nf](http://www.norfolkisland.gov.nf), under the Policy and Governance menu item (Council Policies).

Hardship application forms available on Councils website as well as at the Customer Care offices on New Cascade Road.

If you would like more information about Councils hardship policy or, how to make a payment arrangement, please contact Customer Care by emailing [customer care@nirc.gov.nf](mailto:customer care@nirc.gov.nf) or, by phoning local free call 0100 during opening hours.

Leanne Webb  
**Manager Customer Care**

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