

# Rates Payment Arrangements

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This factsheet provides information about where Council can offer a suitable payment agreement to pay your rates by instalments over a period of time to ease immediate financial burden.

## **What is a rates payment arrangement?**

Property owners who are unable to pay their rates by the due date can enter into a payment plan. During the term of the payment plan you will not receive any reminder or final notices, however, you will continue to receive your rates notice every six (6) months. Council will not take recovery action against you for outstanding rates payments whilst you make all the payments in your payment plan in full and on time.

## **Do I have to pay interest if I am on a payment arrangement?**

A payment arrangement will give you extra time to pay, without incurring interest.

## **How do I enter into a payment arrangement?**

Applications for a payment arrangement must be made in writing.

The [Application to Pay Rates by Instalments](#) form is available online or in print from Council's customer service offices.

## **How much do I have to pay off my rates debt and how often?**

Council is normally willing to accept a payment arrangement as long as the proposed regular payments are maintained and will clear the outstanding rates debt before the end of December or June following the issue of the relevant rate notice.

## **What happens if I cannot meet my payment arrangement obligations?**

If a payment arrangement is not maintained within the agreed terms, the ratepayer will be offered an

opportunity to bring the payment arrangement up to date or dependent on previous history of payments, be offered to make a revised payment arrangement.

A ratepayer who receives frequent reminders or has a history of defaulted or cancelled payment arrangements may end up having their payment arrangement cancelled and future payment arrangement applications refused.

It is important that if, for any reason, you are likely to miss a payment you contact Council as soon as possible.

## **Do I have to complete a payment arrangement form if I want to pay my rates in advance?**

No, payment arrangements are only required for rates which are in arrears.

Amounts paid in advance show as prepayments on your next rate notice.

## **If there is more than one (1) owner on the title, do we all have to apply?**

Only one (1) payment plan is required per property and can be set up by any of the owners.

## **Do I have to complete a new payment arrangement every time I receive a new notice?**

Payments should be of a sufficient amount and frequency to clear the outstanding debt over a period of no longer than 12 months; or two (2) years if the debt is greater than \$2,500. As long as you meet this criterion and have maintained your existing approved payments, you are not required to submit a new arrangement.

## What is financial hardship?

Ratepayers who are suffering genuine financial hardship may wish to apply for relief by lodging a [Financial Hardship Rates Application](#). The Financial Hardship Application is only relevant for owner occupier residences or primary production properties. Successful applicants may receive relief through one (1) or more of the following:

- suspension of rate recovery action;
- write off / waiver of interest charges;
- deferral of payments from the date of the application until 30 June of the current financial year;
- consideration of a repayment plan outside of Council's [Rates Collection Policy](#).

## What payment methods are available?

- **Pay in Person** at any South Burnett Regional Council Office (between 8.30am and 4.30pm Monday to Friday) or at any post office (must have your original rates notice for Australia Post payments).
- **Pay by credit card** over the phone;
- **Payment by mail** Forward your cheque or money order made payable to South Burnett Regional Council.
- **Telephone & internet banking** – Use your internet banking or telephone banking for your bank, credit union or building society to make this payment from your cheque, savings, or credit card account. The Biller Code and Reference Number for your property can be found on your rates notice.
- **Post billpay online** – Use the Auspost App or Pay a Bill Now option on the Australia Post Website. The Billpay Code and Reference Number for your property can be found on your rates notice.
- **Centrepay** – Centrepay is a bill paying service, free for Centrelink customers, to have deductions made from a customer's payment directly to South Burnett Regional Council.

## Further Information

For further information in relation to Rate Payment Arrangement or would like to speak with a Council officer, you can contact Council via one of the following methods:

- ✉ South Burnett Regional Council  
PO Box 336  
KINGAROY QLD 4610
- ☎ (07) 4189 9100
- @ [info@sbrc.qld.gov.au](mailto:info@sbrc.qld.gov.au)
- 👤 Visit a Customer Service Centre