



# COVID-19

# 财困援助政策

## 疫情大流行期间，协助支付各种市政收费

Whittlesea市政府推出了COVID-19财困援助政策，为受到新型冠状病毒大流行影响的个人、家庭和商家提供援助。

### 我会得到什么援助？

您可以通过以下方式在市政费及其它费用和收费方面得到财困援助：

- 制定支付计划；或
- 在疫情大流行期间面临严重财务困难时，可申请推迟支付各种市政收费，且在2021年6月30日前不会产生任何利息/罚款/手续费。

### 谁可以申请？

因COVID-19而正在经受财务困难的个人、商家、供应商、会所和商业纳税人。

### 什么是财务困难？

- 难以支付日常生活开销（例如食品、住宿、医疗保健及其它基本需要）的个人/家庭
- 难以支付运营开支的商家和会所

### 我需要提供哪些证明文件？

财困援助政策旨在帮助因COVID-19而失去收入的个人、商家或会所。

附上Centrelink、您的雇主或金融机构支持您申请援助的信函。

### 如何申请？

填写背面的申请表并通过以下方式提交：

✉ 电邮：info@whittlesea.vic.gov.au 或

✉ 邮递：Locked Bag 1, Bundoora MDC VIC 3083

如需了解更多信息或协助填表，请致电9217 2170联系我们的客户服务团队。

查看COVID-19财困援助政策，请浏览：

🌐 [whittlesea.vic.gov.au/coronavirus](http://whittlesea.vic.gov.au/coronavirus)

## 及时了解 COVID-19疫情

及时了解疫情、待在家中、确保安全

### 查询最新信息，请访问：

澳大利亚政府卫生部网站

🌐 [health.gov.au](http://health.gov.au)

维多利亚州卫生与公共服务部网站

🌐 [coronavirus.vic.gov.au](http://coronavirus.vic.gov.au)

## 新型冠状病毒疫情热线

如果您认为自己可能感染了新型冠状病毒（COVID-19），请致电24小时热线**1800 675 398**。

只在紧急情况下才拨打三个零（000）。

任何面临财困者均可拨打Whittlesea社区联络响应专线，获取食物、财务协助和援助。

📞 电话：9401 6644  
周一至周五  
上午9:00至下午1:00

South Morang、Westfield Plaza和Epping Depot的市议会办事处将对外关闭，开放时间另行通知。

## 联系我们

📞 电话 9217 2170  
周一至周五：上午8:30至下午5:00  
下班后仅提供紧急服务

建筑与规划查询：  
9217 2259或[buildplan@whittlesea.vic.gov.au](mailto:buildplan@whittlesea.vic.gov.au)

全国转接服务：  
133 677（要求接通9217 2170）

Free telephone interpreter service  
🗣️ 131 450

✉ 电邮：info@whittlesea.vic.gov.au

🌐 网址：whittlesea.vic.gov.au

✉ 邮递：Locked Bag 1, Bundoora MDC VIC 3083

# COVID-19 Financial Hardship Consideration (Rates, fees and charges)

## Applicant details

Name

Property address

Details of charge/fee:	Rates	Animal Rego	Invoice	Other
Council Ref No				
Amount	\$	\$	\$	\$

Note: A separate application must be lodged for each financial year's charges or fees.

Mailing address

Phone

Email

## Authority

I declare that the information provided in this application is true and correct and I understand that:

- Council may request additional documentation in support of this application
- Council reserves the right to disallow this application

Signature

Date

## Details of fee or charge (ie. rates, pet registration, food registration)

Please specify type of assistance being requested:

- Payment Plan with no interest charge**  
\$ \_\_\_\_\_ per **Fortnight / Month** (circle)
- Deferral with no interest charge**  
Defer until / / (no later than 30 June 2021)

### Individual

Please specify why you are applying for financial relief:

- I have lost my job/had my pay reduced
- My partner has lost their job/had their pay reduced
- Loss of other income source (please specify):  
\_\_\_\_\_

### Business

Please specify why you are applying for financial relief?

- Reduction in trade/income
- Unable to operate due to restrictions
- Other (please specify):  
\_\_\_\_\_

### Clubs

Please specify why you are applying for financial relief?

- Loss of club revenue due to lack of games
- Drop in membership and fee collection
- Other (please specify):  
\_\_\_\_\_



Please attach supporting documentation (ie letter from employer, Centrelink application)

Is there any other information you would like to add to your application?

\_\_\_\_\_

Please submit this application to [info@whittlesea.vic.gov.au](mailto:info@whittlesea.vic.gov.au)

The application is made in accordance with provisions contained in the [Local Government Act 1989](#).

### Privacy statement

The personal information requested on this form is being collected by Council to assess your present capacity to pay your obligations to Council. This information will be kept secure and will not be disclosed for any other purpose without your consent or unless required by law. Your personal information will only be accessed by authorised Council officers and will be destroyed in accordance with the *Public Records Act*. You may access your personal information held by Council.

If you do not provide this information, Council may not be able to assess your application.