



City of  
Newcastle



# Supporting our community

- Rates assistance
- Boosting the economy
- Supporting local

[newcastle.nsw.gov.au](http://newcastle.nsw.gov.au)



This year has thrown many challenges our way, and I am so proud of the resilience and spirit our community has shown so far.

City of Newcastle continues to work closely with our key partners to keep our communities safe and moving on the road to recovery. Our Community and Business support package has provided relief to those in need. Further initiatives are outlined in the new adopted Budget for 2020–21. A record \$116 million capital works program will generate up to 700 jobs and increase local economic output by \$275 million. Full details of the Budget are now available at **[newcastle.nsw.gov.au](https://newcastle.nsw.gov.au)**

The COVID-19 pandemic has impacted our communities in ways we could not have predicted. If you are experiencing financial hardship, support is available to you and I encourage you to read the information provided overleaf, specifically regarding rates and charges.

**Nuatali Nelmes**  
**Lord Mayor of Newcastle**

## How can we help you?

Our customer service team is available to assist you, online and by phone, between 8am – 5pm, Monday to Friday.

Phone **02 4974 2000**

Email **[mail@ncc.nsw.gov.au](mailto:mail@ncc.nsw.gov.au)**

Web **[newcastle.nsw.gov.au](https://newcastle.nsw.gov.au)**

** [CityNewcastle.au](https://CityNewcastle.au)**

# Looking after your furry friend

Have your say on our next off-leash dog area. Provide your views by taking our survey by Thursday 6 August at [newcastle.nsw.gov.au/your say](https://newcastle.nsw.gov.au/your say)

From 1 July 2020 there are changes to pet registry permits.

For the latest information go to [petregistry.nsw.gov.au](https://petregistry.nsw.gov.au)



## Rates assistance

Help is available for ratepayers experiencing genuine financial difficulty paying your rates and charges.

Any ratepayer with genuine financial difficulties in paying rates and charges should contact our Rates Assistance Team on 4974 2307 or [mail@ncc.nsw.gov.au](mailto:mail@ncc.nsw.gov.au)

The types of assistance include:

- extended pay periods up until 30 June 2021 (where agreed)
- deferral against estate
- writing off accrued interest
- vouchers distributed by welfare agencies
- financial planning advice via welfare agencies

## Extended pay period

We recognise that sometimes there may be a difficulty with paying bills on time and you may need to negotiate an extended pay period. We may also choose not to charge interest if payments are made according to the negotiated arrangement.

To apply, contact the Rates Assistance Team. Your application will be assessed and arrangements to pay will be discussed with you and confirmed in writing.

## Deferral against estate

Ratepayers who meet the eligibility criteria may defer all or part of their rates and charges, allowing them to accrue against their estate.

The main criteria used to determine eligibility is:

- the ratepayer/s would suffer financial difficulty if required to pay rates and charges
- the ratepayer/s circumstances remain unchanged from the previous year
- an application to defer rates and charges against an estate must be made each year. Interest is charged on the deferred amount at a rate significantly lower than that charged on overdue rates
- where the applicant is an eligible pensioner, we will apply the pensioner rebate reducing the amount deferred by up to \$250 each year.

## Accrued interest

Interest is charged on overdue rates and charges with the maximum amount determined annually by the Office of Local Government. Interest is calculated on a daily basis and accrues until the overdue amount is paid in full.

Accrued interest may be written off, if we determine:

- you are unable to pay the interest for reasons beyond your control or,
- payment of the interest would cause financial difficulty.

## Welfare agency support

We have negotiated with local welfare agencies to offer support to ratepayers experiencing considerable difficulty paying rates and charges.

We can offer vouchers to be redeemed as part payment of rates and charges. The scheme also includes financial planning advice and is administered by the agencies listed below.

**The Samaritans:** 4960 7100

**St Vincent De Paul Society:** 4961 6885

**Salvation Army:** 1300 371 288

**Newcastle Legacy:** 4968 9501



## Capital works program to boost local economy

A record \$116 million capital works program that will generate up to 700 local jobs and increase the local economy's economic output by \$275 million, is the centrepiece of City of Newcastle's response to the devastating impact of COVID-19.

Over the next 12 months the city will deliver a record local infrastructure works program, including:



**\$18.4m**  
roads and footpaths



**\$7.3m**  
stormwater upgrades



**\$17m**  
waste management  
(inc. green waste)



**\$5m**  
cycleways



**\$14.2m**  
suburban and city  
centre renewal



**\$4.6m**  
bridge reconstruction  
works



**\$7.7m**  
environmental  
sustainability  
projects



**\$1.5m**  
new street and  
park trees



**\$8.2m**  
parks, playgrounds,  
sporting and  
aquatic facilities



**\$5m**  
Climate Initiatives



## Lean in Newy and get rewarded!

Lean in Newy is a volunteering app which gives you rewards. There's a range of activities on the app to participate in which help to build a strong, creative and connected community. In return, you get points which can be redeemed for discounts at local businesses.

The Lean In Newy app is about bringing people together (from a safe distance) and helping our local businesses. Challenges change every month so there's always something interesting to do to earn points such as:

- Help an elder get online
- Listen to a local podcast
- Pledge to take three for the sea
- Write five handwritten notes to your neighbours

Points for completing challenges can be redeemed for discounts at a range of your favourite Newcastle businesses.



**Download  
the app**



**Pitch In**



**Support  
Local**



**Get  
Rewarded**



**Download the app**  
**[newcastle.nsw.gov.au/leaninnewy](https://newcastle.nsw.gov.au/leaninnewy)**