

## Pensioner Rates Rebate Policy

### Contents

1. Scope.....	1
2. Purpose.....	1
3. Policy.....	1
4. Delegation.....	3
5. Procedure.....	3
6. Definitions.....	4

### 1. Scope

1.1 This Policy applies to Eligible Pensioners, who:

- (a) own a property in the City of Parramatta Council (**Council**) local government area (**LGA**);
- (b) are responsible for the payment of Rates; and
- (c) occupy the dwelling for which they are paying Rates, as their sole or principal place of living.

1.2 This Policy does not extend to any pensioner rebates offered by Council outside of Council Rates and charges.

### 2. Purpose

2.1 This Policy establishes a framework for Council to provide Eligible Pensioners with appropriate financial concessions for their annual Council Rates and Charges, in accordance with the *Local Government Act 1993 (NSW) (LG Act)*.

### 3. Policy

3.1 Council will provide a reduction in Rates and Charges to Eligible Pensioners, by way of a mandatory and a voluntary rebate, as follows:

Pensioner Rates Rebate Policy		
Owner: Rates & Receivables Manager	Area: Rates	POL No: 215
Date of Commencement: 1995	Approval Authority: Council	Date Approved:
Amendment: 3	Date of Next Review:	Review: 4

### 3.1.1 Mandatory rebate

Pursuant to section 575 of the LG Act, Council will provide a mandatory rebate for Eligible Pensioners of up to \$250 per financial year.

### 3.1.2 Voluntary rebate

In addition to the mandatory rebate (as show above), pursuant to section 582 of the LG Act, Eligible Pensioners who have owned and occupied a dwelling within the LGA for a minimum of five full consecutive financial years, may apply to Council to receive an additional voluntary rebate of \$100 per financial year.

3.2 Council will apply granted rebates on an ongoing annual basis, where the Ratepayer remains eligible under this Policy.

3.2.1 Granted rebates will be applied to the Eligible Pensioner's Rates from the current financial year, and will not be backdated.

3.3 Where a Ratepayer is granted an Eligible Pensioner rebate after the day on which a Rate or charge is made and levied, pursuant to section 575 of the LG Act, the mandatory rebate will be calculated proportionate to the quarterly periods remaining for that financial year.

3.3.1 Where an Eligible Pensioner's change of circumstances impacts their entitlements under this Policy, pursuant to section 584 of the LG Act the rebate will cease on the last day of a quarterly period.

3.3.2 Council's voluntary rebate will also be calculated proportionately using these principles from sections 575 and 584 of the LG Act.

3.4 Pursuant to section 577 of the LG Act, Council will grant the applicable rebates where an Eligible Pensioner, who is not the owner of the property, has a life tenant interest in the property in the LGA and is responsible for the payment of Rates and Charges.

3.5 Where a rebate has been granted to an Eligible Pensioner, the rebate(s) will continue to apply after the Eligible Pensioner enters aged care, provided that the property is vacant and not being rented during that time.

<b>Pensioner Rates Rebate Policy</b>		
Owner: Rates & Receivables Manager	Area: Rates	POL No: 215
Date of Commencement: 1995	Approval Authority: Council	Date Approved:
Amendment: 3	Date of Next Review:	Review: 4

#### 4. Delegation

- 4.1 There are Administrative and/or Legislative Delegations applicable to this Policy, which are provided for in Council's Delegations Manual.

#### 5. Procedure

- 5.1 To request an Eligible Pensioner rebate under this Policy, Ratepayers must apply to Council in writing, using the Pensioner Rebate Application form.

- 5.1.1 Completed Pensioner Rebate Application forms may be submitted through one of the options below:

- (a) digitally via [Council's website](#);
- (b) by email, to [council@cityofparramatta.nsw.gov.au](mailto:council@cityofparramatta.nsw.gov.au);
- (c) by mail, to City of Parramatta, PO Box 32, Parramatta NSW 2124; or
- (d) in-person, at the PHIVE Customer Service Desk.

- 5.1.2 Applicants requiring assistance with completing the application form may contact Council's Rates & Receivables Unit, including by:

- (a) phoning Council Customer Service at 1300 617 058; or
- (b) attending Council's Customer Service Centre at PHIVE.

- 5.1.3 Council may verify evidence of the applicant's Eligible Pensioner status, through Centrelink and the Department of Veteran Affairs, such as:

- (a) a current Pension Concession Card issued by Centrelink;
- (b) a Department of Veterans Affairs' Gold Card; or
- (c) a Department of Veterans Affairs' Total Permanent Incapacitated or Extremely Disabled Adjustment Card.

- 5.1.4 Applications made on the basis of having a life tenant interest in the property must be supported by documentation such as:

- (a) confirmation in writing, preferably from a legal representative, with a copy of the Will of a deceased estate;
- (b) a copy of the Certificate of Title, if the life tenancy is registered there on; or

<b>Pensioner Rates Rebate Policy</b>		
Owner: Rates & Receivables Manager	Area: Rates	POL No: 215
Date of Commencement: 1995	Approval Authority: Council	Date Approved:
Amendment: 3	Date of Next Review:	Review: 4

- (c) a Statutory Declaration that the applicant is the person who is responsible for paying the Rates.

5.1.5 Once assessed, the applicant will be notified in writing of Council's decision, the rebate amount granted, and the balance of Rates payable.

5.2 Where an Eligible Pensioner's concession card is cancelled while the individual is overseas, the Eligible Pensioner must reapply for the rebate upon their return to Australia, using their newly issued Pensioner Concession Card.

5.3 Eligible Pensioners may only claim a rebate for their principal place of residence at any one time. A new application is required for the Eligible Pensioner to move their rebate to another property within the LGA.

5.4 Verification of continued eligibility for Ratepayers receiving a rebate under this Policy will be carried out periodically during the year, in conjunction with Centrelink and the Department of Veteran Affairs.

5.4.1 Where verification results do not confirm the Ratepayer's eligibility, Council will remove any concessions for which the Ratepayer is no longer eligible. Any subsequent reinstatement of a concession will require submission of a new application.

5.5 Eligible Pensioners experiencing financial hardship should refer to Council's Debt Management and Hardship Assistance Policy for information regarding additional available supports for Ratepayers.

## 6. Definitions

Eligible Pensioner	As defined in the Dictionary to the LG Act and section 134 of the <i>Local Government (General) Regulation 2021 (NSW)</i> , means: (a) persons who receive a pension, benefit or allowance under Chapter 2 of the <i>Social Security Act 1991</i> of the Commonwealth, or a service pension under Part III of the <i>Veterans' Entitlements Act 1986</i> of the Commonwealth, and who are entitled to a pensioner concession card, issued by or on behalf of the Commonwealth government, or (b) persons who receive a pension from the Commonwealth Department of Veterans' Affairs
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Pensioner Rates Rebate Policy		
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Amendment: 3	Date of Next Review:	Review: 4



	<p>and who are entitled to a pensioner concession card, issued by or on behalf of the Commonwealth government, or</p> <p>(c) persons who have received a lump sum mentioned in section 234(1)(b) of the <i>Military Rehabilitation and Compensation Act 2004</i> of the Commonwealth or are receiving a weekly amount mentioned in that paragraph, and who are entitled to a pensioner concession card, issued by or on behalf of the Commonwealth government, or</p> <p>(d) persons who receive a general rate of pension adjusted for extreme disablement under section 22(4) of the <i>Veterans' Entitlements Act 1986</i> of the Commonwealth, or a special rate of pension under section 24 of that Act, or</p> <p>(e) persons who receive, or who at some point in their life have been eligible for, a Special Rate Disability Pension under the <i>Military Rehabilitation and Compensation Act 2004</i> of the Commonwealth.</p>
Rates	Refers to all amounts charged in accordance with section 546 of the LG Act.
Ratepayer	The person/s who are the owner of rateable land or a person/s responsible for a lease where the LG Act provides that a Rate is to be paid to Council.

REFERENCES	<i>Local Government Act 1993</i> (NSW) <i>Local Government (General) Regulation 2021</i> (NSW)
ASSOCIATED POLICIES	Complaints Handling Policy Debt Management and Hardship Assistance Policy Privacy Management Policy and Plan
ATTACHMENTS	<a href="#">Pensioner Rebate Application Form</a>

Pensioner Rates Rebate Policy		
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