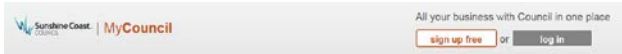


How to Create an Arrangement to Pay Rates online

1. Log in to MyCouncil at <http://mycouncil.sunshinecoast.qld.gov.au>



1. On the **Property and Rates** tile select **>View more property information.**

Property and Rates



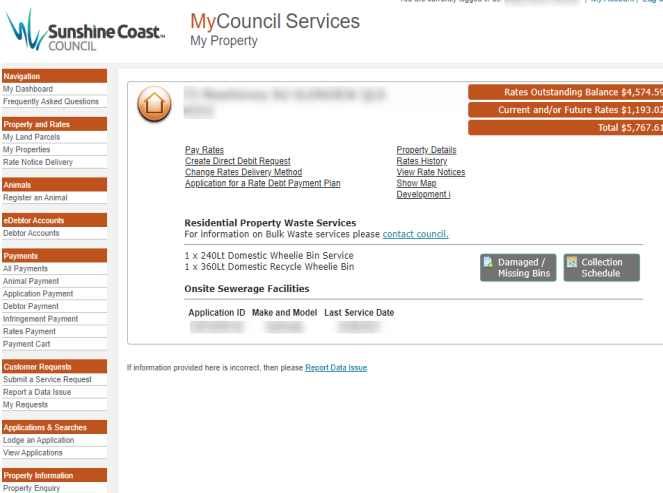
1 Smith St, Smithville

Rates Balance: \$5,767.61

Services

- > Request your rate notice by email
- > View more property information

The **MyCouncil Services** screen displays. Information relating to the property displays.



Depending on the rate balance for a property, different options are presented regarding arrangements to pay rates:

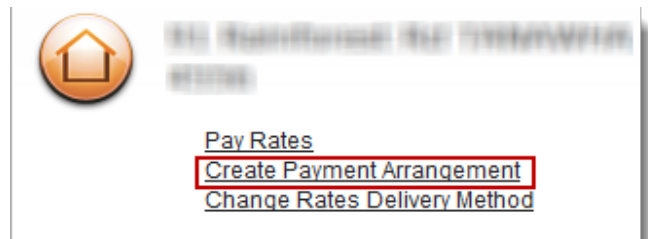
D Create Payment Arrangement

E View Arrangement

F \$ S S O L F D W L P R H Q Q W I R 3 U O D D Q 5 D W H ' H E W 3 D \

Create Payment Arrangement

2. **Create Payment Arrangement** - If a property has an outstanding rate balance but is not in arrears, an option displays to Create Payment Arrangement.
 - a. Click **Create Payment Arrangement.**



The **Payment Arrangement** screen displays.

Note that this form allows you to make an arrangement to pay your current rates in their entirety within the current six month period.

Arrangement Details

Property: [Address] Amount to Pay: \$1,097.76

I confirm that my final payment will be made by 31/12/2021

The first payment must be made on or before the rates due date.
OR
Where the due date is past, the first payment must be made within 7 days of the commencement of the arrangement. If you cannot meet this requirement by then please re-apply when you can.

If your financial circumstances change at any time, please contact Council to discuss this arrangement.

Arrangement conditions:

- If a Supplementary Rate notice is issued for a debit or credit amount you are required to contact council for your instalment amount to be adjusted.
- Interest will not apply to those rates and charges covered by an approved arrangement, where payments are maintained in accordance with the arrangement.

Payment Details

Payment Frequency: Fortnightly Monthly

Payment Date	Opening Balance	Instalment Amount	Balance
6/08/2021		\$99.00	\$1,097.76
20/08/2021	\$99.00	\$99.00	\$997.96
3/09/2021	\$99.00	\$99.00	\$898.16
17/09/2021	\$99.00	\$99.00	\$798.36
1/10/2021	\$99.00	\$99.00	\$698.56
15/10/2021	\$99.00	\$99.00	\$598.76
29/10/2021	\$99.00	\$99.00	\$498.96
12/11/2021	\$99.00	\$99.00	\$399.16
26/11/2021	\$99.00	\$99.00	\$299.36
10/12/2021	\$99.00	\$99.00	\$199.56
24/12/2021	\$99.00	\$99.00	\$99.76
		\$99.76	\$0.00

Make the arrangement:

I accept the **Terms and Conditions**

- b. **Tick** to agree that the outstanding balance will be paid by the end of the current rating period.

- c. Select the **Payment Frequency**, either Fortnightly or Monthly.

Payment schedule displays according to the selection made.

- d. If an existing Direct Debit (outstanding balance) agreement is in place for the rates, options display to either alter the existing arrangement to align with the Arrangement to Pay or to cancel the Direct Debit.

Existing Direct Debit Arrangement:

To submit this arrangement to pay you must either agree for council to alter the existing Direct Debit arrangement or cancel it.

Make the arrangement:

Select
 Select
 Alter existing
 Cancel

Click the "Submit" button to complete this arrangement. Once completed you will have the option to receive an email and/or print the payment plan.

I accept the Terms and Conditions

Submit Cancel

- e. Click and read the **Terms and Conditions** link.
- f. Click to agree to the **Terms and Conditions**.
- g. Click **Submit**.

The payment arrangement creates.

An email is sent to the customer with the arrangement details.

- h. The Arrangement displays with payment details and other relevant information including payment options.

View Arrangement

3. **View Arrangement** – Click the link to view an existing arrangement.

Pay Rates
View Arrangement
 Change Rates Delivery Method

Rates Payment Arrangement

Sunshine Coast COUNCIL

Rate Arrangement Notice

ARRANGEMENT DETAILS

Property Number: [redacted]
 Property: [redacted]
 Amount to Pay: \$16.78

If your financial circumstances change at any time, please contact Council to discuss this arrangement.

Arrangement conditions

- If a Supplementary Rate notice is issued for a debit or credit amount you are required to contact council for your instalment amount to be adjusted.
- Interest will not apply to those rates and charges covered by an approved arrangement, where payments are maintained in accordance with the arrangement.

Payment Date	Opening Balance	Instalment Amount	Balance
6/08/2021		\$1.53	\$16.78
20/08/2021		\$1.53	\$15.25
3/09/2021		\$1.53	\$13.72
17/09/2021		\$1.53	\$12.19
1/10/2021		\$1.53	\$10.66
15/10/2021		\$1.53	\$9.13
29/10/2021		\$1.53	\$7.60
12/11/2021		\$1.53	\$6.07
26/11/2021		\$1.53	\$4.54
10/12/2021		\$1.53	\$3.01
24/12/2021		\$1.48	\$1.48
		\$1.48	\$0.00

PAYMENT OPTIONS

Property No: [redacted]

By Mail: Post your cheque with this remittance advice to Sunshine Coast Regional Council, Locked Bag 72, Sunshine Coast Mail Centre QLD 4560.

By Credit Card by Phone: Phone 131 810 and follow the prompts. Billpay Code: 0214. Mastercard and Visa accepted.

Close

Request Payment Arrangement

4. **Request Payment Arrangement** – If a property has an outstanding rate balance

and is in arrears, an option displays to Request Payment Agreement.

- a. Click Application for a Rate Debt Payment Plan

Pay Rates
 Create Direct Debit Request
 Change Rates Delivery Method
Application for a Rate Debt Payment Plan
 Property Details
 Rates History
 View Rate Notices
 Show Map
 Development i

The Request form for a Payment Arrangement displays.

Note that as this property has rates in arrears, this form is an application only which council staff will assess before issuing an agreement as confirmation. As this account is in arrears a premium will be charged equivalent to 8.03% interest per annum compounded daily.

Agreement Details

Property: [redacted] Amount to Pay: \$5,767.61

Make choices below for the frequency of payment and the amount you are requesting to pay for each payment.

*Payment Frequency: Fortnightly Monthly
 *Payment Amount: \$ [redacted]

Further Information: [text area]

Characters remaining: 512

Terms and Conditions

I hereby authorise the above and acknowledge this Payment Plan is only valid for the current rate period. It is my responsibility to renew this Payment Plan each rate period. If this Payment Plan is not maintained it may be cancelled, become null and void and debt recovery action commenced. I acknowledge that a premium will accrue on all rates in arrears. The premium will be equivalent to interest at 8.03% per annum compounded daily.

I agree to these Payment Plan Terms: [redacted]

Submit the Request

Click Submit to lodge this request. Once lodged you will receive an eRequest ID which you can use to track the progress of your request using the My Requests menu item.

Submit Back

- b. Select the **Payment Frequency**, either Fortnightly or Monthly.
 - c. Enter in the **Payment Amount** to be paid each period. For example \$100.
 - d. Enter any **Further Information**.
 - e. Tick the **Terms & Conditions**
 - f. Click **Submit**.
- The eRequest confirmation screen displays.*
- An email is sent to the customer confirming the submission of the request.

Where do I get help?

MyCouncil Services has a list of [FAQs \(Frequently Asked Questions\)](#) which you can access from the Frequently Asked Questions link shown on the MyCouncil Services menu.

If you are unable to find an answer to your question, click the link on the FAQ page and complete the [Online Support form](#).

Current as at July 2021

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