

General Rates

Frequently Asked Questions

KEY POINTS

- Register on our website to receive your rates notice by email to your inbox
- Pay your rates before the due date to receive a discount
- If you can't pay your rates in full, contact us to discuss flexible payment options



Whitsunday Regional Council issues Rates Notices twice a year in July/August and January/February.

These Notices include charges for General Rates and utilities such as waste and sewage. Water Notices are issued separately, twice a year.

Rates and charges help us to recover the cost of providing a wide range of facilities and services across the Whitsunday Region.

These Frequently Asked Questions may help answer your queries about your Rates Notice.

Visit www.whitsundayrc.qld.gov.au or call **1300 972 753** for further information

Can I get my Rates Notice online?

You can sign up to receive your Rates and Water Notices by email, directly to your inbox. Simply visit our website to find out more. Sign up now to receive your notice by email for the next rating period.

When do I need to pay my Rates by?

Typically, the due date for the discount period to pay your rates is 30 days from the date of issue of your Rates Notice. Check your Notice for the due date.

How do I pay my Rates?

You can pay your rates in person at any of our Customer Service Centres, via our Online Services Portal on the Council website, BPAY, direct debit and through Australia Post.

Can I get a discount on my Rates?

When you pay your rates on or before the due date on your Notice, you are entitled to a 5% discount, specified on your Rates Notice.

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What do I get for my Rates?

Your Rates go towards providing services and facilities such as (but not limited to):

- Local road networks
- Footpaths and bridges
- Parks and Gardens
- Playgrounds and Foreshores
- Waste and Recycling
- Water and Sewage
- Whitsunday Region Libraries
- Swimming Pools and Waterparks
- Public Amenities
- Community Events and Grants
- Community and Civic Buildings
- Town Planning and Regulation
- Economic Development and Tourism support

What happens if I'm late paying my Rates?

Late payments include the full amount plus compound interest for the time that Notices remain unpaid after the due date. The interest rate is in accordance with legislation under the *Local Government Regulation 2012*.

What if I'm having trouble paying my Rates?

We understand that some ratepayers may struggle to pay their Rates during times of financial difficulty. We work with you to set up regular payments or other arrangements until Rates are paid. Contact us on 1300 972 753 for further information or to discuss payment arrangements.

Do pensioners get a special discount?

If you have a Queensland Concession Card or Queensland Repatriation Card (Gold Card) you may be eligible for a pension concession, on your principal place of residence only.

What other concessions are available?

We offer 'Owner Occupier' concessions if it is your principal place of residence, meaning you reside there for more than 60% of the year.

How are my General Rates calculated?

General Rates are calculated based on land use and land valuations, as advised by the Queensland Department of Resources. The most recent land valuation occurred in 2024.

Where can I find out more information?

A Rates Brochure is sent out with all Rates Notices and includes detailed information on all categories for General Rates, Water and Waste charges and other levies. The Rates Brochure and details of all fees and charges are available on our website:

www.whitsundayrc.qld.gov.au/our-council/about-council/rates-fees-and-charges