

Supplementary Rates Notice

Fact Sheet



Why have I received a Supplementary Rates Notice?

Supplementary rate notices are issued by Council when there has been a change to the rating record since the last half-yearly rate notice.

Common adjustments made include:

- Changes to the valuation of the land
- Changes to how the land is used in relation to the property (i.e. cane to rural grazing)
- Reconfiguration of lots - Subdividing a lot into two or more lots or combining two or more lots to create one lot
- Amalgamations
- Re-subdivision
- Changes to how the land is occupied (i.e. vacant to occupied)

Enquiries can be directed to the Whitsunday Regional Council Rates Team on 07 4945 0249.

What power does Council have to levy rates?

- Rates are levied under the Local Government Act QLD 2009 and Local Government Regulation QLD 2012.

Why can the value of the land change?

- The valuation information is managed through the Land Valuation Act 2010 (Valuation Act) and the relevant sections that apply. The valuation can change, as an example, in relation to a relevant section relating to land zoned as rural land.

If the land zone is changed from rural zone to another use, then that change in zone can trigger a change in how the land is valued. Sections 10 and 11 of the Valuation Act would apply in this example.

What happens when the value of the land changes?

- When Council is notified of a value of land change under the Valuation Act, the local government must adjust the general rates, so that they are calculated on the new value. Section 111 of the Regulations applies.

Any change may also impact the rating category and result in the land being rated in a different category from the original rate notice. The changes may be either increases or decreases in valuations which in turn causes either increases or decreases in general rates.

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When do the valuation changes come into effect?

- The valuation can change from the date the change is processed by the Department of Resources. If that change occurs, then the valuation can change for a period of up to three valuation periods prior, this is in accordance with section 85 of the Valuation Act. This information can be received by Council at any time as the property maintenance is being undertaken throughout the year. In some instances, rates changes could go back three years or three valuation periods whichever is relevant. Councils last region-wide revaluation occurred in 2021.

How often does Council receive updates to land value?

- Council receives regular updates (monthly) from the Department of Resources. These changes are processed throughout the year to ensure the land record and the valuation of the land are up to date.

How often does Council issue Rates and Water Notices?

- Rates Notices are issued twice yearly in July/August and January/February. Water usage is usually issued within a couple of weeks after the Rates Notice twice a year.

When can Council issue Supplementary Notices?

- Council cannot make changes during a current rating period (from when the rates are issued until the due date of the Final Notice) as any changes to the system will compromise the rates that have been issued. Therefore, Council is limited to making changes after the rates fall due but before new notices are issued, twice a year. Council attempts to process and send out the Supplementary Notices as soon as possible.

Who must pay rates and charges?

- For rateable land, the current owner of the land, even if that owner did not own the land during the period to which the rates or charges relate to as per Section 127 Chapter 4 of the Local Government Regulation QLD 2012.

How can I pay my Supplementary Notice?

- You can pay your Supplementary Notice 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 Supplementary Notice?

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

What if I'm having trouble paying my Supplementary Notice?

- We understand that some ratepayers may struggle to pay their notices 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.

It's easy to go paperless!

Sign up in just a few easy steps and receive your rates and water notices direct to your inbox!

It's easy, just visit Council's website (www.whitsundayrc.qld.gov.au), complete the online form and press submit! Make sure you have a copy of your rates notice with you when you are signing up.

Anyone wanting to update their details with Council can email info@whitsundayrc.qld.gov.au

SMS Rates Reminders

Once you have signed up, Council will issue SMS reminders to advise when your rates are due.

To opt out of this service, please reply 'opt out' to the SMS.

*SMS reminders not applicable to Supplementary and Water Notices

