

# RATES AND CHARGES 2024-25

## Information Supplement to Rates Notice

### GENERAL RATES (NOTICE OF CATEGORISATION PER LOCAL GOVERNMENT REGULATION 2012, CHAPTER 4, PART 5)

Differential Rating Categories - Whitsunday Regional Council (Council) uses Differential Rating Categories to levy rates. Rates are levied as "rate in the dollar" of the unimproved value of the land, as determined by the Department of Resources. Minimum rate provisions apply.

Code	Differential Rating Category Description	Rate in the Dollar	Minimum Annual Rates	Capping
1	Residential Owner Occupied 1: Land used for an owner occupied single residential dwelling having a rateable value up to \$110,000 (inclusive)	0.0108718	\$1,061	20%
2	Residential Owner Occupied 2: Land used for an owner occupied single residential dwelling having a rateable value greater than \$110,000 up to \$300,000 (inclusive).	0.0094585	\$1,196	20%
3	Residential Owner Occupied 3: Land used for an owner occupied single residential dwelling having a rateable value greater than \$300,000 up to \$600,000 (inclusive)	0.0081539	\$2,838	20%
4	Residential Owner Occupied 4: Land used for an owner occupied single residential dwelling having a rateable value greater than \$600,000 up to \$2,000,000 (inclusive)	0.0034790	\$4,892	20%
65	Residential Owner Occupier 4A: Land used for an owner occupied single residential dwelling having a rateable value greater than \$2,000,000	0.0032615	\$6,958	20%
5	Residential 1: Land used for a single residential dwelling having a rateable value up to \$147,000 (inclusive)	0.0129398	\$1,304	20%
6	Residential 2: Land used for a single residential dwelling having a rateable value greater than \$147,000 up to \$400,000 (inclusive)	0.0121634	\$1,902	20%
7	Residential 3: Land used for a single residential dwelling having a rateable value greater than \$400,000 up to \$600,000 (inclusive)	0.0099636	\$4,865	20%
8	Residential 4: Land used for a single residential dwelling having a rateable value greater than \$600,000 up to \$1,000,000 (inclusive)	0.0077639	\$5,978	20%
9	Residential 5: Land used for, or capable of being used for, a single residential dwelling having a rateable value greater than \$1,000,000	0.0076345	\$7,764	20%
10	Owner Occupied Flat or Unit 1: Land used for a single owner-occupied dwelling within a multi-dwelling complex having a rateable value up to \$110,000 (inclusive)	0.0126564	\$1,204	20%
11	Owner Occupied Flat or Unit 2: Land used for a single owner-occupied dwelling within a multi-dwelling complex having a rateable value greater than \$110,000 up to \$200,000 (inclusive)	0.0116439	\$1,392	20%
12	Owner Occupied Flat or Unit 3: Land used for a single owner-occupied dwelling within a multi-dwelling complex having a rateable value greater than \$200,000	0.0082267	\$2,329	20%
13	Flat or Unit 1: Land used for a single dwelling within a multi-dwelling complex having a rateable value up to \$250,000 (inclusive)	0.0159645	\$1,413	20%
14	Flat or Unit 2: Land used for a single dwelling within a multi-dwelling complex having a rateable value greater than \$250,000 up to \$500,000 (inclusive)	0.0119734	\$3,991	20%
15	Flat or Unit 3: Land used for a single dwelling within a multi-dwelling complex having a rateable value greater than \$500,000 up to \$1,000,000 (inclusive)	0.0111752	\$5,987	20%
16	Flat or Unit 4: Land used for a single dwelling within a multi-dwelling complex having a rateable value greater than \$1,000,000	0.0095787	\$11,175	20%
17	Aged Care & Child Care: Land predominantly used for the provision of aged care or childcare services	0.0139277	\$1,699	20%
18	Office & Retail: Land primarily used, or designed for and capable of being used, as commercial office space or retail space not included in categories 21, 22 or 23	0.0144069	\$1,699	20%
19	Commercial Accommodation: Land, used or capable of being used for short-term accommodation by visitors and tourists in a temporary manner, typically for periods of less than 42 days, and offered or available for rental at any time during the rating year	0.0124808	\$1,699	20%
20	Service Stations: Land used, or designed for and capable of being used, for storage, wholesale, or retail of petroleum products including gas	0.0090927	\$3,057	20%
21	Commercial Shopping Centres A: Land used as a shopping centre (single supermarket, department store, or multiple retail shops) or retail warehouse, with a gross floor area less than 1,500 square metres	0.0093448	\$3,396	20%
22	Commercial Shopping Centres B: Land used as a shopping centre (single supermarket, department store, or multiple retail shops) or retail warehouse, with a gross floor area between 1,500 and 8,000 square metres (both figures inclusive) or more than 30 on-site car parks	0.0272699	\$22,076	20%
23	Commercial Shopping Centres C: Land used as a shopping centre (single supermarket, department store, or multiple retail shops) or retail warehouse, with a gross floor area greater than 8,000 square metres or more than 150 on-site car parks	0.0238304	\$122,266	20%
24	Light Industrial: Land used, or designed for and capable of being used, for low intensity industrial activities, with a valuation up to \$3,000,000 (inclusive)	0.0089981	\$2,200	20%
66	Light Industrial 24A: Land used, or designed for and capable of being used, for low intensity industrial activities, with a valuation greater than \$3,000,000	0.0145833	\$105,000	20%
25	Heavy Industrial: Land used, or designed for and capable of being used, for high intensity industrial activities	0.0103547	\$2,500	20%
26	Power & Telecom Networks: Land used for distribution of electricity (and activities related to or associated thereto) or for activities related to or associated with telecommunication networks	0.0080039	\$1,850	N/A
27	Quarry: Land used for purposes of extracting aggregate or gravel	0.0089015	\$1,900	N/A
28	Commercial Other: Land used for commercial (non-residential) purposes not elsewhere classified	0.0112957	\$1,850	20%
29	Sugar Cane up to 60 Hectares: Land used primarily for sugar cane farming with a land area of up to 60 hectares (inclusive)	0.0133088	\$1,795	20%
30	Sugar Cane Greater than 60 Hectares up to 170 Hectares: Land used primarily for sugar cane farming with a land area of greater than 60 hectares, up to 170 hectares (inclusive)	0.0187549	\$2,200	20%
31	Sugar Cane Greater than 170 Hectares: Land used primarily for sugar cane farming with a land area of greater than 170 hectares	0.0224685	\$2,500	20%
32	Rural Grazing up to 130 Hectares: Land used for grazing and incidental purposes and vacant rural land with a land area up to 130 hectares (inclusive)	0.0091267	\$1,795	20%
33	Rural Grazing Greater than 130 Hectares up to 1,000 Hectares: Land used for grazing and incidental purposes and vacant rural land with a land area greater than 130 hectares, and up to 1,000 hectares (inclusive)	0.0063383	\$1,820	20%
34	Rural Grazing Greater than 1,000 Hectares: Land used for grazing and incidental purposes and vacant rural land with a land area greater than 1,000 hectares	0.0048585	\$1,860	20%
35	Aquaculture: Land used or intended for use, in whole or in part, for the purposes of or incidental to aquaculture activities including but not limited to fish farming and prawn farming	0.0214341	\$12,737	N/A
36	Rural Agriculture & Other Rural Uses: Land used for agriculture, animal husbandry, and incidental purposes and vacant rural land not classified in differential rating categories 29 through 35 (inclusive)	0.0343777	\$1,795	20%
37	Salt Manufacturing: Land used for the purposes of and incidental to the making and extraction of salt	0.0978459	\$30,567	N/A
38	Sugar Mill: Land used for the milling of sugar cane, manufacture of sugar, and associated processes	0.2639439	\$176,607	N/A
39	Commercial Water Supply: Land used for the purposes of and incidental to commercial water storage, delivery and drainage, including but not limited to the Burdekin Falls Dam & the Burdekin Haughton Water Supply Scheme, Eungella - Collinsville Water Pipeline & Bowen Broken Rivers Water Supply Scheme, and the Peter Faust Dam & Proserpine River Water Supply Scheme	0.0635088	\$2,700	N/A
40	Bulk Port: Land contained within the area prescribed by the Port of Abbot Point Land Use Plan (gazetted 15 April 2011) presently used, or capable of being used, for the purposes of and incidental to the bulk handling, storage and distribution of coal or any other major industrial or commercial port activity	0.2030044	\$322,647	N/A
41	Coal Mining A up to \$5,000,000: Land used for the purposes of and incidental to the extraction of coal outside a radius of 50 kilometres of a designated Locality of Proserpine, Cannonvale/Airlie Beach, Bowen or Collinsville in the Whitsunday Regional Council area having a rateable value of up to \$5,000,000 (inclusive)	0.1929000	\$72,454	N/A
42	Coal Mining A Greater than \$5,000,000: Land used for the purposes of and incidental to the extraction of coal outside a radius of 50 kilometres of a designated Locality of Proserpine, Cannonvale/Airlie Beach, Bowen or Collinsville in the Whitsunday Regional Council area having a rateable value of greater than \$5,000,000	0.1767083	\$1,177,379	N/A
43	Coal Mining B: Land used for the purposes of and incidental to the extraction of coal within a radius of 50 kilometres of a designated Locality of Proserpine, Cannonvale/Airlie Beach, Bowen or Collinsville in the Whitsunday Regional Council area having a rateable value up to \$1,000,000 (inclusive)	0.1885148	\$64,303	N/A
44	Coal Mining B: Land used for the purposes of and incidental to the extraction of coal within a radius of 50 kilometres of a designated Locality of Proserpine, Cannonvale/Airlie Beach, Bowen or Collinsville in the Whitsunday Regional Council area having a rateable value greater than \$1,000,000	0.1213742	\$1,111,717	N/A

Code	Differential Rating Category Description	Rate in the Dollar	Minimum Annual Rates	Capping
45	Gold/Metal Mining: Land used or intended to be used for the purpose of and incidental to a gold or other metal mining operation, capable of accommo-dating 50 or more employees and/or contractors	0.2789727	\$192,456	N/A
46	Mining/Extractive Other: Land used or capable of being used for the purposes of and incidental to mining or extractive activities and not included in dif-ferential rating categories 27 or 41 through 45 (inclusive)	0.0194610	\$1,585	N/A
47	Worker Accommodation, Barracks or Quarters A: Land used for providing intensive accommodation (other than for the ordinary travelling public) in rooms, suites, or caravan sites specifically built or provided for this purpose, containing with between 0 and 200 (both figures inclusive) such rooms, suites, or caravan sites, commonly known as "workers accommodation", "single person's quarters", "work camps", "accommodation village", or "barracks"	2.4800430	\$49,812	N/A
48	Worker Accommodation, Barracks or Quarters B: Land used for providing intensive accommodation (other than for the ordinary travelling public) in rooms, suites, or caravan sites specifically built or provided for this purpose, containing greater then 200, and up to 450 (inclusive) such rooms, suites, or cara-van sites, commonly known as "workers accommodation", "single person's quarters", "work camps", "accommodation village", or "barracks"	1.3061415	\$199,249	N/A
49	Worker Accommodation, Barracks or Quarters C: Land used for providing intensive accommodation (other than for the ordinary travelling public) in rooms, suites, or caravan sites specifically built or provided for this purpose. Land within this category contains between 451 and 800 such rooms, suites or car-avan sites and is commonly known as "workers accommodation", "single person's quarters", "work camps", "accommodation village", or "barracks"	1.3349030	\$232,079	N/A
50	Worker Accommodation, Barracks or Quarters D: Land used for providing intensive accommodation (other than for the ordinary travelling public) in rooms, suites or caravan sites specifically built or provided for this purpose. Land within this category contains more than 800 such rooms, suites or caravan sites and is commonly known as "workers accommodation", "single person's quarters", "work camps", "accommodation village", or "barracks"	1.1267800	\$486,801	N/A
51	Island Resort A: A Resort Island with up to 100 (inclusive) accommodation units	0.0391898	\$30,548	N/A
52	Island Resort B: A Resort Island with greater than 100 and up to 250 (including) accommodation units	0.0320494	\$49,433	N/A
53	Island Resort C: A Resort Island with greater than 250 and up to 600 (including) accommodation units	0.0230180	\$122,192	N/A
54	Island Resort D: A Resort Island with greater than 600 accommodation units	0.0688654	\$733,151	N/A
55	Marina A: A Marina with between 0 to 100 Berths	0.0909553	\$22,217	N/A
56	Marina B: A Marina with between 101 to 200 Berths	0.0468842	\$29,434	N/A
63	Marina C : A Marina with between 201 to 300 Berths	0.0220093	\$44,433	N/A
64	Marina D : A Marina with greater than 300 Berths	0.0384113	\$77,758	N/A
57	Maritime Terminal: Land used for a mainland maritime terminal to transfer people to and from islands and resorts in the Whitsunday Region and handling (on average) more than 100,000 passengers a year	0.0945055	\$47,548	N/A
58	Commercial Power Generation: Land used for and incidental to the generation of electricity, excluding solar electricity generation	0.6760680	\$362,270	N/A
59	Solar Farm A: Land used or intended for use, in whole or part, as a solar electricity generation facility with an output capacity up to 100MW (inclusive)	0.0981544	\$56,929	N/A
60	Solar Farm B: Land used or intended for use, in whole or part, as a solar electricity generation facility with an output capacity greater than 100MW up to 200MW (inclusive)	0.0788750	\$181,986	N/A
61	Solar Farm C: Land used or intended for use, in whole or part, as a solar electricity generation facility with an output capacity greater than 200MW	0.0676070	\$357,168	N/A
62	Other Properties (not elsewhere included): All other properties not otherwise categorised	0.0153541	\$1,528	N/A
67	Renewable Energy – Land that is not in any other category that is being utilized or has the potential to be utilized in whole or part by virtue of improve-ments or activities conducted on the production of electricity from renewable energy sources such as wind.	0.0732410	\$50,000	N/A
68	Space Port Facility – Land that is being used or has the potential to be utilized in whole or part for the launching of rockets	0.0987540	\$25,000	N/A

Rate notices are issued in two six monthly levies in July/August 2024 and January/February 2025. **Refer to your rate notice for the category of your property.**

**Objections Against Categorisation**

The rating category in which a land is included is determined by the Chief Executive Officer (or delegate) of Council. Property owner(s) have the right to object to the categorisation of their land by giving a notice of objection, within thirty (30) days after the date of issue of the Rate Notice. Objection forms are available on Council’s website. The sole ground on which an owner may object is that, having regard to the criteria decided by the Council by which rateable land is categorised, the land should have been included, as at the date of issue of the Rate Notice, in another rating category. Giving notice of objection will not, in the meantime, affect the levy and recovery of rates. Rates must be paid by the due date to be eligible for the discount and to avoid interest on overdue rates. If the rating category of your land is changed due to the objection, an adjustment of rates will be made by the Council. Owners may appeal Council’s decision by filing an appeal notice in the Land Court Registry, within forty-two (42) days after the day that the owner received notice of the decision.

**Owner-Occupied Status**

To be categorised in the residential Owner-occupied rate categories, the ratepayer must submit an application for the property which is the ratepayer's principle place of residence. Owner-occupier-Status is reflected in the General Rate Categories 1 through 4, 65 or 10 through 12. Application forms are available on Council’s website.

**WATER UTILITY CHARGES**

Water charges are levied twice yearly, using a Two-part Tariff consisting of a fixed Water Access Charge and a variable Water Consumption Charge (based on the quantity of water used, as measured by the water meter), as the default tariff.

Residential water customers can elect to be charged under an alternate Allocation Tariff (consisting of a fixed Allocation Charge and a variable Excess Water Consumption Charge). Residential customers who wish to be charged under the Allocation Tariff should indicate their preference using the Allocation Tariff Preference Indication Form available on Council’s website by the deadline indicated therein.

**Two-Part Tariff: Water Access Charge**

The Water Access Charge will be charged on all land, whether vacant or occupied, and whether rateable or not, which is passed by a water main intended as a source of supply, as defined in the Whitsunday Region Water Supply Areas 2024-25, available on Council’s website, as well as to land outside the said scheme that are connected to and supplied by the scheme.

Item	Definition	Annual Charge
1	<u>Assessments with Multiple Parcels</u> - Assessments with a Differential Rating Category of 1, 2, 3, 4, 5, 6, 7, 8,9 or 65 with more than one separately surveyed parcels of land with one parcel having a metered connection.	\$732 (per metered connection) plus \$391 (per vacant lot)
2	<u>Land (no meter connected)</u> - All land, whether vacant or not, with no metered connection not included in any other item.	\$732 (per separately surveyed parcel of land)

Item	Definition	Annual Charge
3	Residential - Assessments with a Differential Rating Category of 1, 2, 3, 4, 5, 6, 7, 8, 9 or 65 excluding assessments identified in item 1 and excluding multi-unit residences (flats, or other multi self-contained residential units).	\$732  (per separately surveyed parcel of land or separate residence, whichever number is higher)
4	Residential Multi-Unit - Rate assessments with a Differential Rating Category of 10, 11, 12,13, 14, 15, or 16, not included in Item 3.	\$732 (first unit or flat or residence) plus \$550 (from the second unit onwards)
5	Rural Land - Rate assessments with a Differential Rating Category of 29, 30, 31, 32, 33, 34, or 36 which have been connected to the Water Supply System.	\$1,149 (per connection)
6	Single Commercial - Rate assessments with a Differential Rating Category of 18, 28, or 62 that are used as a single shop or a single professional office, not included in item 7.	\$732 (per connection or improvement)
7	Commercial or Industrial 1 - Rates assessments with a Differential Rating Category of 17, 18, 19, 20, 21, 24, 26, 27, 28, 57, 62 or 66 not included in item 6, connected to the Water Supply System.	\$1,881 (per connection or improvement)
8	Commercial or Industrial 2 - Rate Assessments with a Differential Rating Category of 37 which have been connected to the Water Supply System	\$2,940 (per connection or improvement)

Item	Definition	Annual Charge
9	Commercial or Industrial 3 - Rate assessments with a Differential Rating Category of 22, 23, 35, 38, 39, 41, 43, 45, 46, 51, 52 or 55 connected to the Water Supply System.	\$4,618 (per connection or improvement)
10	Commercial or Industrial 4 - Rate assessments with a Differential Rating Category of 25, 40, 42, 56 or 58 connected to the Water Supply System.	\$11,813 (per connection or improvement)
11	Commercial or Industrial 5 - Rate assessments with a Differential Rating Category of 44, 47, or 53, which have been connected to the Water Supply System.	\$18,002 (per connection or improvement)
12	Commercial or Industrial 6 - Rate assessments with a Differential Rating Category of 48, 49, 50, 54, 59, 60 or 61 which have been connected to the Water Supply System.	\$40,469 (per connection or improvement)

For multi dwelling properties on a single rate assessment that are not Community Titled and have a common water connection, a charge of one Access Charge plus a multi charge for each additional unit or dwelling will be levied as per Item 4. Where a rate assessment is for multiple parcels, a multi charge is only levied where there is more than one residence on a single lot.

Only one Access Charge will be applied per combination meter installed on a property to measure high flow and low flow.

**Two-part Tariff: Water Consumption Charge**

The Water Consumption Charge is levied in two tiers. It is levied for a meter reading period and calculated as follows:

Tier	\$/KI	Definition
1	\$1.30	up to 1 Kilolitre (KI) per day for billing period
2	\$2.38	above 1 KI per day for a billing period

*Note: 1 Kilolitre (KI) = 1,000 litres*

**Two-part Tariff: Water Consumption Charge**

The Water Consumption Charge is levied in two tiers. It is levied for a meter reading period and calculated as follows:

Where multiple meters are connected to the same property, the first block charge will apply and be charged for each water meter connected to the property.

**Allocation Tariff**

Only water customers who indicated their preference to be charged as per the Allocation Tariff by the due date of 19 July 2024 are eligible to be levied on this basis.

**Allocation Tariff: Allocation Charge**

Residential properties levied using the Allocation Tariff will be entitled to use up to 650 KI of water (Allocated Quantity) per annum for no additional charge. The Allocated Quantity for multi-unit residential properties will be 650 KI for the first unit and 488 KI for each additional unit.

Item	Definition	Annual Charge
1	Residential - Assessments with a Differential Rating Category of 1, 2, 3, 4, 5, 6, 7, 8, 9 or 65 excluding vacant land (whether metered or not), and multi-unit residences (flats or other multi self-contained residential units).	\$1,251 per separately surveyed parcel of land or separate residence, whichever is higher
2	Residential Multi Unit - Rate assessments with a Differential Rating Category of 10 up to and including 16, not included in item 1 above.	\$1,251 for the first unit (or flat or residence) \$938 per unit (or flat or residence) from second unit onwards

**Allocation Tariff: Excess Water Consumption Charge**

\$/KI	Definition
\$6.67	For consumption in excess of Allocated Quantity

**Meter Reading and Billing Cycles**

Water meters will be read approximately every six (6) months, usually scheduled for the months of December and June.

Water Notices will be issued following each meter reading, for water used since the previous meter reading, as measured by the water meter. Failure to pay the Water Notice by the Due Date for Payment will attract the same interest charges as those applying to General Rates. No discount shall apply to Water Consumption and Excess Water Consumption charges.

**SEWERAGE UTILITY CHARGES**

Sewerage Utility Charges apply to all land and/or premises within the sewer serviced areas as per Whitsunday Region Sewer Areas 2024-25 maps available on Council's website. Charges are levied per pedestal, sewage disposal unit or 600mm length of urinal or part thereof in non-residential premises and each area capable of separate occupation in residential premises.

Item	Property Type	Annual Charge	
		Shute Harbour	All other locations
1	Vacant Land	\$800	\$726
2	Residential	\$1,026	\$965
3	Residential Multi-Unit (per unit)	\$1,026	\$965
4	Hotels, Hostels & Boarding Houses (per set of 5 beds)	\$2,052	\$1,930
5	Non-residential (per pedestal or 600mm of urinal)	\$1,026	\$965

**WASTE UTILITY CHARGES**

Charge	\$ per Annum
Domestic Garbage Charge	\$290
Domestic Recyclable Waste Charge	\$135
Refuse Facility Charge (per service)	
Households outside the declared service area	\$276
Households within the declared service area	\$216
Non-Residential/Other	\$160

**Domestic Garbage Charge**

A Domestic Garbage Charge is levied on each residential lot, per separately surveyed parcel of land or residence upon the parcel (whichever is higher), in the areas identified on the declared 'Whitsunday Region Domestic Garbage Collection Areas 2024-25' services area map available on Council's website.

**Domestic Recyclable Waste Charge**

A Domestic Recyclable Waste Charge is levied on each residential lot, per separately surveyed parcel of land or residence upon the parcel (whichever is higher), in the areas identified on the declared 'Whitsunday Region Domestic Recyclable Collection Areas 2024-25' services area map available on Council's website.

**Waste Management Facility Charge**

The waste management Facility Charge shall be applied to defray the cost of operating, maintaining and managing Council's waste management facilities throughout the region. Waste management facilities include landfill sites, transfer stations, weighbridge and waste bins located throughout the region.

Council has introduced a three-tier charge for this, households without collection, households with a collection and non-residential/other properties.

**OTHER LEVIES**

**Emergency Management Fire & Rescue (EMFR) Levy**

Council collects the State Government Emergency Management Fire & Rescue Levy (EMFR) which is applied to all properties within the whole region. This charge extends to all rateable properties in accordance with the Fire and Emergency Services Act 1990. All amounts collected through this levy are forwarded to Queensland Fire & Emergency Services.

**Rural Fire Levy**

A special charge will be levied on all assessments in the Rural Fire Brigade Area of Gloucester, Conway, Cannon Valley, Bowen Delta and Heronvale, as part of the table, for the purpose of off-setting the cost of the ongoing operation and maintenance of the Rural Fire Brigades. All amounts collected through this levy are forwarded to the respective Rural Fire Brigade.

Rural Fire Brigade Area	Levy/Year
Gloucester	\$15
Conway	\$20
Cannon Valley	\$25
Bowen Delta	\$20
Heronvale	\$20



## DISCOUNTS, SUBSIDIES & CONCESSIONS

### Timely Payment Discount

A discount of 5% is provided (calculated on the current rates and charges) when the whole of the rates and charges, together with any arrears including interest, in respect of the assessment are fully paid the Due Date for Payment indicated on the Rate Notice. Discount does not apply to the EMFR Levy, Rural Fire Levy or the Water Consumption Charge.

If payment is made through any of Council's agencies (Australia Post, BPAY, telephone or internet) please allow at least 48 hours for the transfer of funds to Council. For discounts to apply, payment must be received at a Council customer service centre or credited to Council's bank account no later than 4:45pm on the due date for payment.

### Pensioner Subsidy

Council recognises that certain types of pensioners have contributed to rates over a period of time and should be afforded a concession where their ability to pay is restricted by limited and/or fixed income and the property is their principal place of residence.

To address this situation, Council has adopted a pensioner remission policy which grants pensioners a remission on General Rates & Utility Charges of 30% (excluding the Domestic Recyclable Waste Charge and Water Consumption Charge) to a maximum of \$350 per year, plus an additional 30% subsidy on the Domestic Recyclable Waste Charge for those pensioners who are subject to that charge. The State Government's Pensioners Remission is also 20% of the rates & charges (excluding Water Consumption Charge) to a maximum of \$200 per year.

Qualification is dependent upon the type and amount of pension detailed in the Pensioner Rates Subsidy Policy (available on Council website). Application forms are available on Council's website.

### Relief for Overdue Rates & Charges

Ratepayers who are unable to remit their payment by the Due Date are urged to contact Council to discuss their circumstances. Failure to address the rates arrears may result in the instigation of legal proceedings for the recovery of the arrears, the costs of which will be charged to the ratepayer.

Council may, at its discretion allow concessions or remissions if it is of the opinion that some unusual and serious circumstances exist which may prevent payment within the appointed time or otherwise delay the payment of rates and charges as they fall due. This usually takes the form of allowing extra time for the ratepayer to make the payments on an agreed payment schedule.

Applicants for concession or remission should be able to demonstrate unusual and severe difficulty rather than the usual frustrations and travails to which everyone is subjected to, from time to time. The nature of these arrangements is determined on a case-by-case basis in keeping with the Rate Relief Policy available on Council's website.

### Concessions for Concealed Leaks

In instances where an assessment has been subject to an unusually high Water Notice due to a leak that is not readily identifiable, and the unusually high-water bill is likely to cause Hardship, relief may be available in keeping with the Concession for Concealed Leaks Policy available on Council's website.

### Concessions for Community Organisations

Council acknowledges the contributions made by various community and sporting organisations throughout the region by way of granting a donation to such organisations to cover all or part of Council rates. Council has adopted the Donations on Rates & Charges for Not-for-profit Organisations Policy available on Council website.

This policy allows for a donation or concession as financial assistance, equivalent to a percentage of the specified nett rates and charges, subject to compliance with specified criteria.

## PAYMENT OF RATES & CHARGES

### Due Date for Payment

All rates and charges will fall due for payment on the Due Date for Payment indicated in the notice relating to the Rates & Charges.

### Interest on Overdue Rates & Charges

Interest at the rate of 12.35% per annum, compounding daily, will be charged on overdue rates that remain unpaid past the due date for Payment specified on the respective notice, in keeping with the Interest on Overdue Rates, Charges & General Debts Policy available on Council's website.

### Periodic Payments

Ratepayers may elect to pay their Rates & Charges on a more frequent periodic basis (rather than twice yearly). This may be done in advance or over the course of the half yearly period. If some of the payments are made after the Due Date for Payment, overdue interest will be applicable on the payments made after the Due Date for Payment. Periodic payment arrangements need to be renewed each year.

### Change of Ownership Fee

When you purchase a property, your details are registered in the Queensland Titles Office as the property owner. This information is also forwarded to Council, and you will be recorded as the registered property owner on Council's records. Council charges a fee to register this information. A charge of \$80 will be levied with your first Rates Notice or Supplementary Notice.

### Prepayment of Rates & Charges

Property owners wishing to pre-pay their Rates and/or Charges are encouraged to do so. Advance payments can be made at any time. The half yearly Rate Notice will reflect the balance owing at the time of issue. Contact Council's Rates Department for further information regarding payments in advance.

## NOTICE TO PURCHASERS OF RURAL LAND

Council supports the right of persons to carry out reasonable and practicable agricultural uses and practices on land in rural areas in accordance with the relevant Planning Scheme and associated legislation.

Intending purchasers are advised that reasonable and practicable rural and agricultural uses of land may include some off-site impacts from activities such as logging and milling of timber, livestock feed lots, piggeries, dairies, intensive livestock, clearing and cultivation of land, bushfire hazard reduction burning, construction of firebreaks, construction of dams, drains and contour banks, fencing, use of agricultural machinery (tractors, chainsaws, quad/motor bikes etc) including machinery and equipment used in the harvesting and transport of sugar cane on roads and railways around the clock in all weather conditions, pumping and irrigation, herbicide and pesticide spraying, aerial spraying, animal husbandry practices, driving livestock on roads, silage production, construction of access roads and tracks, slashing and mowing vegetation, and planting of wood lots.

Intending purchasers of land in rural areas should consider the impacts that would occur before their purchase of land.

Intending purchasers are also advised that unformed roads, on-site sewage treatment facilities and self-provided domestic water supplies are standard in many rural areas. Upgrading of these facilities to an urban/town standard is generally unlikely. On-site sewage treatment facilities need to be registered with Council and serviced on a regular basis in keeping with operational and regulatory requirements.

## REFUND OR TRANSFER FEE

Council has introduced administration fees for the processing of refunds and transfers for Rate and Water Assessments to cover the costs associated with facilitating these types of transactions. Council will permit 1 refund or transfer per Assessment at no charge, to allow for one-off adjustments or accidental payments, however, further requests for refunds or transfers from the same Assessment will attract these new charges.

### Payment Transfer

A charge of \$18.00 will apply where monies are paid to an incorrect Assessment and funds are required to be transferred to the correct Assessment. Pensioners are exempt from this charge.

### Payment Refund

A charge of \$24.00 will apply to Assessments that have a credit balance and the property owner requests a refund of the over-paid monies.

### To avoid the fee

- When making payments, please check the payment details are correct for the Assessment that you intend to pay. Each Assessment, including Rate and Water Assessments, have different BPAY reference numbers and require a separate payment, please refer to the individual Notices for details.

- If paying regular payments periodically, including Council Direct Debits, please ensure your payments are sufficient to clear the debt only. Any request for a refund from an Assessment that is in credit, due to over-payment, will also attract the charge.

**Disclaimer: This is only an information supplement and is not the authoritative document on the levying of Rates & Charges. Rates & Charges are levied based on the resolutions adopted by Council and in keeping with the Revenue Statement. If there is a conflict between what is stated in this document and the Council resolutions, the Council resolutions will prevail.**

## HOW TO PAY RATES & CHARGES

**Internet** - Visit [www.whitsundayrc.qld.gov.au](http://www.whitsundayrc.qld.gov.au) and follow the links to pay with your debit or credit card [extra 0.5% surcharge applies]. **Please allow 48 hours for processing of your payment to ensure you receive discount.**

**BPAY** - Council rate notices include Council's 'Biller Code' and a 'Customer Reference Number' should you wish to utilise phone or internet banking under arrangement with your financial institution. A minimum transaction limit of \$20 applies and a maximum transaction limit of \$100,000 applies. **Please allow 48 hours for processing of your payment to ensure you receive discount.**

**BPAY VIEW** - Notices delivered to the ratepayers online banking account. Contact your financial institution to register. For more information go to [www.bpay.com.au](http://www.bpay.com.au)

**Post** - Post a cheque together with the tear off portion from your rates notice (essential for proper allocation of payment) to PO Box 104, Proserpine, QLD 4800. Please allow sufficient time for mail delivery and clearing of cheque.

**Australia Post** - Pay in person at any post office, phone 13 18 16 or go to [www.postbillpay.com.au](http://www.postbillpay.com.au) **Please allow 48 hours for processing of your payment to ensure you receive discount.**

**In person** - Make a payment with EFTPOS - debit card, credit card [extra 0.5% charge applies], cash or cheque at any of Council's Customer Service Centres.

**Direct Debit** - A direct debit authority is available for download from Council's website. Completion and lodgement of this authority will allow Council to automatically debit your nominated bank account with a predetermined amount on a periodic (weekly, fortnightly, monthly) basis or in full when due for Rates & Charges; or on a monthly basis or in full when due for Water Consumption Charges on dates designated by Council.

A Direct Debit is a method of payment, not a payment of arrangement, and you will need to ensure that you have calculated payments to cover the half yearly rates to be paid in full prior to the next Rates issue. You may need to alter your payment amount each Financial Year.

Please note if you have an existing direct debit in place, this will continue unless Council is advised otherwise in writing.

## Credit Card Payment Charge

All credit card payments are subject to a charge of 0.5% of the amount paid.  
Only VISA and Mastercard accepted.

## CONTACT DETAILS

### Customer Service Centres

<b>Bowen:</b>	67 Herbert Street, Bowen
<b>Proserpine:</b>	83-85 Main Street Proserpine
<b>Cannonvale:</b>	Shop 23, Whitsunday Plaza, 8-28 Galbraith Park Drive, Cannonvale
<b>Collinsville:</b>	Cnr Stanley and Conway Streets, Collinsville
<b>Phone:</b>	1300 972 753 (1300 WRC QLD)
<b>Office Hours:</b>	8:15am – 4:45pm Monday - Friday, excl. Public Holidays
<b>Postal:</b>	PO Box 104, Proserpine QLD 4800
<b>Email:</b>	<a href="mailto:info@whitsundayrc.qld.gov.au">info@whitsundayrc.qld.gov.au</a>
<b>Website:</b>	<a href="http://www.whitsundayrc.qld.gov.au">www.whitsundayrc.qld.gov.au</a>

# 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!**

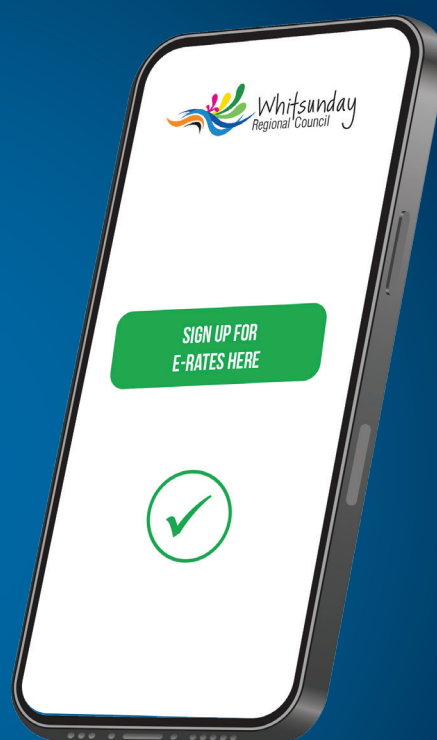
It's easy, just visit Council's website ([www.whitsundayrc.qld.gov.au](http://www.whitsundayrc.qld.gov.au)) complete the online form and press submit! Make sure you have a copy of your rates notice with you when you are signing up.

Anyone wanting to update their details with Council can email [info@whitsundayrc.qld.gov.au](mailto:info@whitsundayrc.qld.gov.au).

### SMS Rates & Water Reminders

Once you have signed up, Council will issue SMS reminders to advise when your rates & water are due. To opt out of this service, please reply 'opt out' to the SMS.

*If you have previously registered with your bank to receive notices via BPAY View, you will need to cancel this facility through your electronic banking. Council's system will only accept one electronic delivery option.*



EASY

CONVENIENT

SUSTAINABLE





Please note: If you are unable to pay your total rates by the due date, please contact Council on 1300 972 753, visit one of our Customer Service Centres or refer to the Payment Arrangement Form available on Council's website.

1. Council Assessment Number for your property
2. Valuation number provided by the Department of Resources
3. Property value (land only) supplied by the Department of Resources
4. Land area of your property, also located on your registered plan
5. General Rate = property valuation x applicable rate in the dollar (RID). RID is based on the differential rating category your property has been placed in based on the major land use. If it falls below the minimum annual rate of the rating category, then the minimum rate applies
6. Category for rating purposes - determined by the major land use of the property. Please refer to your rates brochure for all rating categories
7. Kerbside Collection - per Wheelie Bin
8. Kerbside Collection - per Recycle Wheelie Bin
9. Water Infrastructure Access Charge
10. Sewer Infrastructure Charge - charged in units of 10
11. Waste Management Facility Charge
12. Collected on behalf of Rural Fire Services & QLD Emergency Fire & Rescue Services (State) to fund their activities
13. Pay by 30 days after the issue date of the rates notice to receive your discount
14. Your discount for timely payment of rates. (within 30 days from the date of issue)
15. The amount you need to pay, if you pay on or before the Due Date (see 13.)
16. POST Billpay Code for Council
17. Reference number for your property - please make sure you enter this number correctly when making payment
18. BPAY Biller reference code for Council
19. Reference number for your property - please make sure you enter this number correctly when making payment
20. Evacuation Zones (Storm Tide) are mapped areas that indicate a level of risk to your property being affected either directly or indirectly by storm tide. Refer to the Emergency Action Guide on Council's Disaster Dashboard for more information