

# RATES AND CHARGES 2025-26



## Information Supplement to Rates Notice - Rating Category Statement

**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
1A	Residential Owner Occupied: Land used for an owner occupied single residential dwelling having a rateable value up to \$245,000 (inclusive), other than land in category 5B	0.0096830	\$1,200	N/A
1B	Residential Owner Occupied: Land used for an owner occupied single residential dwelling having a rateable value greater than \$245,000, up to \$430,000 (inclusive), other than land in category 5B	0.0077460	\$2,373	N/A
1C	Residential Owner Occupied: Land used for an owner occupied single residential dwelling having a rateable value greater than \$430,000, other than land in category 5B	0.0058100	\$3,331	N/A
2A	Residential: Land used for a single residential dwelling having a rateable value up to \$245,000 (inclusive), other than land in category 5A	0.0121040	\$1,500	N/A
2B	Residential: Land used for a single residential dwelling having a rateable value greater than \$245,000 up to \$430,000 (inclusive), other than land in category 5A	0.0096830	\$2,966	N/A
2C	Residential: Land used for a single residential dwelling having a rateable value greater than \$430,000 other than land in category 5A	0.0072620	\$4,164	N/A
3A	Owner Occupied Flat or Unit: Land used for a single owner-occupied dwelling within a multi-dwelling complex having a rateable value up to \$90,000 inclusive other than land in category 5D	0.0145250	\$1,200	N/A
3B	Owner Occupied Flat or Unit: Land used for a single owner-occupied dwelling within a multi-dwelling complex have a rateable value greater than \$90,000 up to \$260,000 (inclusive), other than land in category 5D	0.0116200	\$1,308	N/A
3C	Owner Occupied Flat or Unit: Land used for a single owner-occupied dwelling within a multi-dwelling complex having rateable value greater than \$260,000, other than land in category 5D	0.0087150	\$3,022	N/A
4A	Flat or Unit: Land used for a single dwelling within a multi-dwelling complex having rateable value up to \$90,000 (inclusive), other than land in category 5C	0.0181560	\$1,500	N/A
4B	Flat or Unit: Land used for a single dwelling within a multi-dwelling complex having rateable value greater than \$90,000 up to \$260,000 (inclusive), other than land in category 5C	0.0145250	\$1,635	N/A
4C	Flat or Unit: Land used for a single dwelling within a multi-dwelling complex having rateable value greater than \$260,000, other than land in category 5C	0.0108930	\$3,777	N/A
5A	Residential Transitory Accommodation: Land used for transitory accommodation, or has Council approval for short-term letting other than land in category 5B, 5C, 5D or 475	0.0193660	\$2,400	N/A
5B	Residential Transitory Accommodation - Home Hosted: Land used as the owner's principal place of residence plus as transitory accommodation, or has Council approval for short-term letting other than land in category 5A, 5C, 5D or 475	0.0145250	\$1,800	N/A
5C	Residential Transitory Accommodation - Flat/Unit: Land which is a flat/unit used other than as the owner's principal place of residence and is defined as transitory accommodation, or has Council approval for short-term letting other than land in category 5B, 5A, 5D or 475	0.0290490	\$2,400	N/A
5D	Residential Transitory Accommodation - Home Hosted - Flat/Unit: Land which is a flat/unit used as the owner's principal place of residence and is defined as a transitory accommodation, or has Council approval for short-term letting other than land in category 5A, 5B, 5C or 475	0.0217870	\$1,800	N/A
6A	Dwelling/Units/Flats 2: Land used for a single dwelling/unit/flat within a multi-dwelling complex of 2 units/dwellings/flats	0.0096830	\$2,400	100%
6B	Dwelling/Units/Flats 3: Land used for a single dwelling/unit/flat within a multi-dwelling complex of 3 units/dwellings/flats	0.0096830	\$3,600	100%
6C	Dwelling/Units/Flats 4: Land used for a single dwelling/unit/flat within a multi-dwelling complex of 4 units/dwellings/flats	0.0121040	\$4,800	100%
6D	Dwelling/Units/Flats 5: Land used for a single dwelling/unit/flat within a multi-dwelling complex of 5 units/dwellings/flats	0.0121040	\$6,000	100%
6E	Dwelling/Units/Flats 6-7: Land used for a single dwelling/unit/flat within a multi-dwelling complex of 6 or 7 units/dwellings/flats	0.0121040	\$7,200	100%
6F	Dwelling/Units/Flats 8-9: Land used for a single dwelling/unit/flat within a multi-dwelling complex of 8 or 9 units/dwellings/flats	0.0121040	\$9,600	100%
6G	Dwelling/Units/Flats 10-19: Land used for a single dwelling/unit/flat within a multi-dwelling complex of 10 to 19 (inclusive) units/dwellings/flats	0.0145250	\$12,000	100%
6H	Dwelling/Units/Flats 20-29: Land used for a single dwelling/unit/flat within a multi-dwelling complex of 20 to 29 (inclusive) units/dwellings/flats	0.0193660	\$24,000	100%
6I	Dwelling/Units/Flats >=30: Land used for a single dwelling/unit/flat within a multi-dwelling complex of 30 or greater units/dwellings/flats	0.0242080	\$36,000	100%
7A	Retirement/Lifestyle Villages <25: Land used for a retirement village with 24 or less occupancies	0.0145250	\$6,000	100%
7B	Retirement/Lifestyle Villages 25-49: Land used for a retirement village with 25 to 49 occupancies	0.0145250	\$15,000	100%
7C	Retirement/Lifestyle Villages 50-99: Land used for a retirement village with 50 to 99 occupancies	0.0145250	\$30,000	100%
7D	Retirement/Lifestyle Villages 100-149: Land used for a retirement village with 100 to 149 occupancies	0.0145250	\$60,000	100%
7E	Retirement/Lifestyle Villages >=150: Land used for a retirement village with 150 or more occupancies	0.0145250	\$90,000	100%
8	Rural Grazing & Vacant Rural Land: Land used for grazing and incidental purposes, or vacant rural land	0.0052500	\$1,680	50%
9	Sugar Cane: Land used for Sugar cane farming	0.0210000	\$1,680	50%
10	Rural Agriculture & Other Rural Uses: Land used for agriculture, animal husbandry, purposes incidental to agriculture or animal husbandry, other than land in categories 8, 9 or 11 and rural land not classified in differential rating categories 8, 9 or 11	0.0328130	\$1,680	50%
11	Rural with On-Farm Packing Operation: Land used or intended for use, in whole or in part, for the purpose of rural agricultural with on-site packing operations	0.0420000	\$25,200	N/A
12	General Commercial/Industrial: Land used for, or capable of being used for, the provision of aged care, childcare, commercial office or retail space not included in categories 27A, 27B, 27C and 27D or low impact light industrial activities with a valuation less than \$3,000,000	0.0135560	\$1,680	N/A
13	Service Stations: Land used for, or capable of being used for, the storage, wholesale, or retail of petroleum products including gas	0.0135560	\$3,360	N/A
14	Light Industrial Greater than \$3,000,000: Land used for, or capable of being used for, low intensity industrial activities with a valuation equal to or greater than \$3,000,000	0.0237230	\$134,400	N/A
15	Heavy Industrial and Power & Telecom Networks: Land used for, or capable of being used for, high intensity industrial activities or for the generation or distribution of electricity or for activities related to or associated with telecommunication networks	0.0162670	\$2,520	N/A
475	Commercial Accommodation: Land used for, or capable of being used for, commercial 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 not included in categories 5A, 5B, 5C, 5D or 23	0.0203340	\$2,520	N/A
16	Commercial Water Supply: Land used for commercial water storage, delivery and drainage, including but not limited to the Burdekin Falls Dam & 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	0.0677810	\$3,360	N/A
17	Salt Manufacturing: Land used for the making and extraction of salt	0.1694530	\$33,600	N/A
18	Sugar Mill: Land used for the milling of sugar cane, manufacture of sugar, and associated processes	0.2711240	\$168,000	N/A
19	Bulk Port: Land contained within the area prescribed by the Port of Abbot Point Land use Plan (gazetted 15 April 2011) used for, or capable of being used for, bulk handling, storage and distribution of coal or any other major industrial or commercial port activity or incidental activities	0.2711240	\$840,000	N/A
20	Maritime Terminal: Land used for a mainland maritime terminal to transfer people to and from islands and resorts and handling (on average) more than 100,000 passengers a year	0.1016720	\$168,000	N/A

Code	Differential Rating Category Description	Rate in the Dollar	Minimum Annual Rates (\$)	Capping
21	Space Port Facility: Land used for or capable of being used for, in whole or part, the launching of rockets	0.1016720	\$42,000	N/A
22	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	0.0542250	\$25,200	N/A
23	Workers Accommodation, Barracks or Quarters: Land used for providing intensive accommodation (other than for the ordinary travelling public) in rooms, suites, or caravans sites specifically built or provided for this purpose, containing rooms, suites, or caravan sites, commonly known as "workers accommodation", single person's quarters", "work camps", "accommodation village" or "barracks"	1.3556200	\$42,000	N/A
24A	Island Resort A: A Resort Island with between 0 and 99 accommodation units	0.0406690	\$25,200	N/A
24B	Island Resort B: A Resort Island with between 100 and 249 (inclusive) accommodation units	0.0406690	\$50,400	N/A
24C	Island Resort C: A Resort Island with between 250 and 499 (inclusive) accommodation units	0.0542250	\$126,000	N/A
24D	Island Resort D: A Resort Island with 500 or more accommodation units	0.0813370	\$840,000	N/A
25A	Marina A - 0 to 100 Berths: A Marina with between 0 and 100 berths (inclusive)	0.0406690	\$25,200	N/A
25B	Marina B - 101 to 200 Berths: A Marina with between 101 and 200 berths (inclusive)	0.0406690	\$50,400	N/A
25C	Marina C - 201 to 300 Berths: A Marina with between 201 and 300 berths (inclusive)	0.0406690	\$100,800	N/A
25D	Marina D - > 300 Berths: A Marina with 300 or more berths	0.0406690	\$151,200	N/A
26	Other properties (not elsewhere included): All other properties not otherwise categorised	0.0135560	\$1,512	N/A
27A	Commercial Shopping Centres A < 1,500m2: Land used for 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	0.0135560	\$3,600	N/A
27B	Commercial Shopping Centres B - 1,500 to 8,000 m2: Land used for 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 (inclusive)	0.0271120	\$25,200	N/A
27C	Commercial Shopping Centres C - 8,000 to 20,000m2: Land used for a shopping centre (single supermarket, department store, or multiple retail shops) or retail warehouse, with a gross floor area between 8,000 - 20,000 square metres (inclusive)	0.0325350	\$168,000	N/A
27D	Commercial Shopping Centres D > 20,000m2: Land used for a shopping centre (single supermarket, department store, or multiple retail shops) or retail warehouse, with a gross floor area greater than 20,000 square metres	0.0379570	\$336,000	N/A
28	Quarry: Land used for the purposes of conducting an industry which may involve extracting aggregate or gravel	0.0203340	\$2,100	N/A
29A	Coal Mining A - up to \$2,500,000: Land used for the extraction of coal or incidental purposes outside a radius of 50 kilometres of the designated localities of Proserpine, Cannonvale/Airlie Beach, Bowen or Collinsville with a rateable value of up to \$2,500,000 (inclusive)	0.2033430	\$84,000	N/A
29B	Coal Mining A - Greater than \$2,500,000: Land used for the extraction of coal or incidental purposes outside a radius of 50 kilometres of the designated localities of Proserpine, Cannonvale/Airlie Beach, Bowen or Collinsville with a rateable value greater than \$2,500,000	0.1762310	\$1,512,000	N/A
29C	Coal Mining B - up to \$2,500,000: Land used for the extraction of coal or incidental purposes within a radius of 50 kilometres (inclusive) of the designated localities of Proserpine, Cannonvale/Airlie Beach, Bowen or Collinsville with a rateable value up to \$2,500,000 (inclusive)	0.2033430	\$84,000	N/A
29D	Coal Mining B - Greater than \$2,500,000: Land used for the extraction of coal or incidental purposes within a radius of 50 kilometres (inclusive) of the designated localities of Proserpine, Cannonvale/Airlie Beach, Bowen or Collinsville with a rateable value greater than \$2,500,000	0.2033430	\$1,512,000	N/A
30	Gold/Metal Mining: Land used for, capable of being used for, gold or other metal mining operations, or incidental purpose, that is capable of accommodating 50 or more employees and/or contractors	0.2711240	\$252,000	N/A
31	Mining/Extractive Other: Land used for, or capable of being used for, mining or extractive activities, or incidental purposes, and not included in differential rating categories 28, 29A, 29B, 29C, 29D or 30	0.0203340	\$2,100	N/A
32A	Renewable Energy A <10MW: Land used for, or capable of being used for, in whole or part, renewable energy generation with an output capacity less than 10MW	0.1016720	\$8,400	N/A
32B	Renewable Energy B 10-49MW: Land used for, or capable of being used for, in whole or part, renewable energy generation with an output capacity of 10-49MW (inclusive)	0.1016720	\$16,800	N/A
32C	Renewable Energy C 50-99MW: Land used for, or capable of being used for, in whole or part, renewable energy generation with an output capacity of 50-99MW (inclusive)	0.1016720	\$84,000	N/A
32D	Renewable Energy D 100-199MW: Land used for, or capable of being used for, in whole or part, renewable energy generation with an output capacity of 100-199MW (inclusive)	0.0106720	\$168,000	N/A
32E	Renewable Energy E >199MW: Land used for, or capable of being used for, in whole or part, renewable energy generation with an output capacity greater than 199MW	0.1016720	\$336,000	N/A

Rate notices are issued in two six monthly levies in July/August 2025 and January/February 2026. 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 1A through 1C or 3A through 3C. 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, who previously elected to be charged under an alternate Allocation Tariff, consisting of a fixed Allocation Charge and a variable Excess Water Consumption Charge, can choose to opt out of the Allocation Charge at any time during the financial year. No new applications to opt-in to the Allocation Charge will be accepted.

### 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 2025-26, available on Council's website, as well as to land outside the said scheme that are connected to and supplied by the scheme.

Category	Definition	Annual Charge
1	Assessment with Multiple Parcels: Assessments with a Differential Rating Category of 1A, 1B, 1C, 2A, 2B, 2C, 5A or 5B with more than one separately surveyed parcels of land with one parcel having a metered connection	\$776 *separately surveyed parcel of land with the metered connection
		\$414 *per separately surveyed parcels of vacant land with no connection
2	Land with no Metered Connection - All land, whether vacant or not, with no metered connection, not included in any other Category	\$776 *per separately surveyed parcel of land
3	Residential - Assessments with a Differential Rating Category of 1A, 1B, 1C, 2A, 2B, 2C, 5A or 5B excluding assessments identified in Category 1, and excluding multi-unit residencies (flats or other multi self-contained residential units)	\$776 *per separately surveyed parcel of land or separate domicile, whichever number is higher
4	Residential Multi Unit: Rate assessments with a Differential Rating Category of 3A, 3B, 3C, 4A, 4B, 4C, 5C, 5D, 6A, 6B, 6C, 6D, 6E, 6F, 6G, 6H, 6I, 7A, 7B, 7C, 7D, 7E not included in Category 3.	\$776 *first unit (or flat or domicile)
		\$583 *per unit (or flat or domicile) from the 2nd Unit onwards

Category	Definition	Annual Charge
5	Rural Land: Rate assessments with a Differential Rating Category of 8, 9, 10 or 11 which have been connected to the Water Supply System	\$1,218 *per water supply connection
6	Single Commercial: Rate assessments with a Differential Rating Category of 12 or 26 that are used as a single shop or a single professional office, not included in Category 7	\$776 *per water supply connection or improvement
7	Commercial or Industrial 1: Rate assessments with a Differential Rating Category of 475, 12, 13, 14, 15, 20, 26, 27A, 27B, 32A, 32B, 32D, 32E not included in Category 6, which have been connected to the Water Supply System	\$1,994 *per water supply connection or improvement
8	Commercial or Industrial 2: Rate assessments with a Differential Rating Category of 17, which have been connected to the Water Supply System	\$3,117 *per water supply connection or improvement
9	Commercial or Industrial 3: Rate assessments with a Differential Rating Category of 16, 18, 22, 24A, 25B, 25A, 27B, 27C, 29A, 29C, 30 or 31 which have been connected to the Water Supply System	\$4,895 *per water supply connection or improvement
10	Commercial or Industrial 4: Rate assessments with a Differential Rating Category of 15, 19, 25B, 25C, 25D, 29B which have been connected to the Water Supply System	\$12,523 *per water supply connection or improvement
11	Commercial or Industrial 5: Rate assessments with a Differential Rating Category of 24C or 29D which have been connected to the Water Supply System	\$19,085 *per water supply connection or improvement
12	Commercial or Industrial 6: Rate assessments with a Differential Rating Category of 23, 24D or 27D which have been connected to the Water Supply System	\$42,901 *per water supply connection or improvement
13	All: All rate assessments not included in Category Number 1 through to Category Number 12	\$1,994 *per water supply 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 category 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	\$/Kl	Definition
1	\$1.38	up to 1 Kilolitre (Kl) per day for billing period
2	\$2.52	above 1 Kl per day

Note: 1 Kilolitre (Kl) = 1,000 litres

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

An Allocation Tariff, where residential ratepayers (not commercial) who have elected in writing prior to 30 June 2025 to be charged the Allocation Tariff (rather than the Two-Part Tariff) in accordance with section 101(1)(a) of the Regulation, which is made up of a fixed Allocation Charge (being a set charge for an Allocated Quantity of water per annum) and a variable Excess Water Consumption Charge (being a charge for water used in excess of the Allocated Quantity). Council will not accept any new applications to be charged the Allocation Tariff (rather than the two-part tariff for water services). This policy takes effect from 30 June 2025 and applies to all residential and non-residential properties. Existing customers currently on an Allocation Tariff will continue to be charged in accordance with terms and conditions previously approved by Council, until such time as Council resolves to phase out or revise the structure of the Allocation Tariff. Existing customers can choose to opt out of the Allocation Tariff at any time during the financial year.

For ratepayers who have elected to be charged an Allocation Tariff prior to 30 June 2025, the fixed Allocation Charge, in accordance with sections 99 and 101 (2)(ii) of the Regulation to be:

Category	Definition	Annual Charge
1	Residential - Assessments with a differential rating category of 1A, 1B, 1C, 2A, 2B, 2C, 5A or 5B excluding vacant land (whether metered or not), multi-unit residences (flats or other multi self-contained residential units) & non-rateable properties	\$1,351 *per separately surveyed parcel of land or separate domicile, whichever number is higher for an Allocated Quantity of 650 kilolitres of water per annum
2	Residential Multi-Unit - Rate assessments with differential rating category of 3A, 3B, 3C, 4A, 4B, 4C, 5C, 5D, 6A, 6B, 6C, 6D, 6E, 6F, 6G, 6H, 6I, 7A, 7B, 7C, 7D or 7E not included in Category 1	\$1,351 *first unit (or flat or domicile) for an Allocated Quantity of 650 kilolitres of water per annum  \$1,013 *per unit (or flat or domicile) from the 2nd unit onwards for an Allocated Quantity of 488 kilolitres of water per annum per unit, flat or domicile

Category	Definition	Annual Charge
3	Residential - All rate assessments not included in categories 1 or 2	\$1,351 *Per separately surveyed parcel of land or separate domiciles, whichever number is higher for an Allocated Quantity of 650 kilolitres of water per annum

#### Allocation Tariff: Excess Water Consumption Charge

Category	\$/Kl	Definition
1	\$7.07	For consumption in excess of allocated quantity per kilolitre (650kl or 488kl)

#### 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 2025-26 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	\$824	\$748
2	Residential	\$1,057	\$994
3	Residential Multi-Unit (per unit)	\$1,057	\$994
4	Hotels, Hostels & Boarding Houses (per set of 5 beds)	\$2,114	\$1,988
5	Non-residential (per pedestal or 600mm of urinal)	\$1,057	\$994

#### WASTE UTILITY CHARGES

Charge (per service)	\$ per Annum
Domestic Garbage Charge	\$324
Domestic Recyclable Waste Charge	\$146
Waste Management Facility Charge (per assessment)	
Households outside the declared service area	\$318
Households within the declared service area	\$225
Non-Residential / Other	\$167

#### 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 2025-26' 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 2025-26' 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 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 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 Service Levy

A special charge will be levied on all assessments in the Rural Fire Brigade areas of Gloucester, Conway, Cannon Valley, Bowen Delta and Heronvale, as per the following table, for the purpose of offsetting 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 Brigades.

Rural Fire Brigade Area	Annual Levy (per assessment)
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 by 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 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 net 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 12.12% 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 arrears balance 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 \$85 will be levied with your first Rates Notice or Supplementary Notice.

## Pre-Payment of Rates and 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 charges 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 a charge.

### Payment Transfer

A charge of \$26 will apply where monies are paid to an incorrect Assessment and funds are required to be transferred to the correct Assessment.

### Payment Refund

A charge of \$26 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.**

# YOUR RATES NOTICE EXPLAINED

To help you understand your rates notice, we've put together a sample rates notice. This example has been prepared as a guide only, the information and figures are not a true reflection of your current rates notice.

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.



044-N5437

X X Citizen  
1234 Citizen Street  
Town QLD 4800

Property Location and Description

Customer Enquiries  
E: info@whitsundayrc.qld.gov.au  
W: www.whitsundayrc.qld.gov.au  
P: 1300 972 753  
ABN 63 291 580 128

## HALF YEARLY RATES NOTICE

For the period 01/01/26 - 30/6/26

Assessment Number xxxxxx

Valuation Number xxx.xxxx

Valuation xxx,xxx

Area xxxxx HA

Issue Date xx/x/xx

1

2

3

4

5

6

7

**Due Date for Payment**

**ON OR BEFORE Due Date** \$xxx.xx

**AFTER Due Date** \$xxx.xx

8

9

10

11

12

13

14

15

16

17

18

19

20

DESCRIPTION	RATES/CHARGES	UNITS	AMOUNTS
Cat 1 - Residential Owner Occ A	0.0108718	202500.00	\$1100.76
Garbage Charges	290.00	1.00	\$145.00
Waste Recycling	135.00	1.00	\$67.50
Water Base - Residential	732.00	1.00	\$366.00
Sewerage Charges	96.50	10.00	\$482.50
Waste Management Facility Charge	216.00	1.00	\$108.00
EMFR Levy - 2E	110.60	1.00	\$55.30
Rural Fire Cannon Valley	25.00	1.00	\$12.50
<b>TOTAL AMOUNT OF RATES &amp; CHARGES</b>			<b>\$XXX.XX</b>
PREVIOUS BALANCE BROUGHT FORWARD			\$XXX.XXCR
DISCOUNT OF 5% APPLIES IF PAID BY 30/9/25			\$XXX.XX
NETT AMOUNT DUE			\$XXX.XX
GROSS AMOUNT IF NOT PAID BY DUE DATE			\$XXX.XX

Your Evacuation Zone (Storm Tide) Colour is WHITE (Refer to Council's Emergency Action Guide)

Discount is not available on Change of Ownership fees or EMFR Levies

Interest is charged at 12.12% per annum compounding on daily rests if payment is not received by the due date.

A receipt will not be issued unless requested.

Notice hereby given that the above mentioned rates and charges have been made and levied by the Whitsunday Regional Council, by virtue of the Local Government Act 2009, on land described above, for the period stated in this Rate notice (plus overdue rates and charges with interest, if any) and are DUE AND PAYABLE WITHIN 30 DAYS from the date of issue of this notice. Warren Bunker, Chief Executive Officer.

RETURN THIS PORTION IF PAYING BY MAIL

**POST billpay**

Bill Code: xxxxx  
Ref: x xxxxx

\*2410 0 1000841

POST billpay

You can pay your rates in person at any Post Office, by calling 13 18 16, or online at postbillpay.com.au. Payments can also be made via credit or debit card through the Council's website at www.whitsundayrc.qld.gov.au by following the payment links. All payments made by phone are receipted through the Australia Post Billpay service.

**Telephone & Internet Banking - BPAY**

Bill Code: xxxxx  
Bill Ref: x xxxxx

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au. Maximum payment via BPAY is \$50,000.

**Mail**  
Detach this payment slip, include with your cheque / money order and mail to:  
Whitsunday Regional Council PO Box 104, Proserpine, QLD, 4800

**In Person**  
At Council's Customer Service Centres at 83-85 Main Street, Proserpine, 67 Herbert Street, Bowen, Cnr Stanley & Conway Streets, Collinsville or Shop C1 Whitsunday Plaza, Cannonvale.

Gross: \$xxxx.xx  
Discount: \$xxxx.xxCR  
Nett: \$xxxx.xx  
Name: XX Citizen

Assessment No: xxxxxx

A discount is available only if the whole of the rates, charges and any interest due thereon are paid in full and received by Council 30 days from the date of issue.

DUE DATE: 30/9/25

Tick here if receipt is required

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. Due date for payment - 30 days after the issue date of the rates notice to receive your discount
6. Your discounted amount due for timely payment of rates (within 30 days from the date of issue)
7. The amount you need to pay if you pay after due date (outside of the discount period).
8. 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
9. Category for rating purposes - determined by the major land use of the property. Please refer to your rates brochure for all rating categories
10. Kerbside Collection - per wheelie bin
11. Kerbside Collection - per recycle wheelie bin
12. Water Infrastructure Access Charge
13. Sewer Infrastructure Charges
14. Waste Management Facility Charge
15. Collected on behalf of Rural Fire Services & QLD Emergency Fire & Rescue Services (State) to fund their activities
16. POST Billpay code for Council
17. POST Billpay reference number for your property - please make sure you enter this number correctly when making payment
18. BPAY Biller reference code for Council
19. BPAY Biller 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

## 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

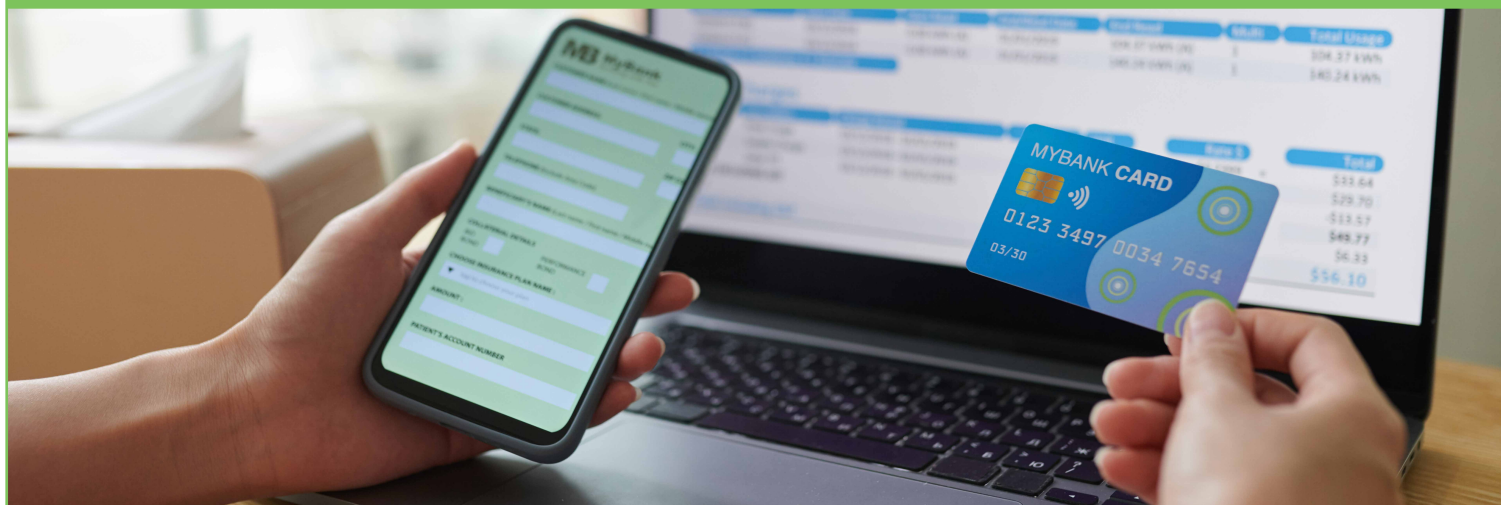
All credit card payments are subject to a charge of 0.5% of the amount paid.  
Only VISA and Mastercard accepted.

### CONTACT DETAILS

#### Customer Service Centres

Bowen:	67 Herbert Street, Bowen
Proserpine:	83-85 Main Street Proserpine
Cannonvale:	Shop C1, Whitsunday Plaza, Cannonvale
Collinsville:	Cnr Stanley and Conway Streets, Collinsville
Phone:	1300 972 753 (1300 WRC QLD)
Office Hours:	8:15am - 4:45pm Monday - Friday, excl. Public Holidays
Postal:	PO Box 104, Proserpine QLD 4800
Email:	<a href="mailto:info@whitsundayrc.qld.gov.au">info@whitsundayrc.qld.gov.au</a>
Website:	<a href="http://www.whitsundayrc.qld.gov.au">www.whitsundayrc.qld.gov.au</a>

## READY 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 and 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.*