

RATES 2020/21 **FAQ'S**

How many rate notices will I receive?

Council will issue three (3) rate notices a year. Each notice will contain one third of all charges, along with the most recent water consumption reading if applicable.

These notices will be issued as follows;

- for the period 1 July 2020 to 31 October 2020 - in July 2020;
- for the period 1 November 2020 to 28 February 2021 - in November 2020; and
- for the period 1 March 2021 to 30 June 2021 - in March 2021.

The July notice will have a 60 day payment timeframe and the November and March notices will have a 30 day payment timeframe.

Can I still pay my rates in advance?

Yes, Council allows you to pay as much and as frequently as you choose. Amounts paid in advance show as credit on your next rate notice.

Payment can be made for the full Annual Amount, however, water consumption is charged for each kilolitre of water consumed so these individual amounts would need to be paid when each notice is issued. Changes to the property situation can be updated between notice issues so care will need to be taken if choosing to pay the full Annual Amount based on the first notice.

Properties with credit balances will continue to receive rate notices.

What are Payments and Adjustments?

The "Payments and Adjustments" line in the Notice Summary section of your rate notice details any payments or adjustments made since the Opening Balance date of the previous notice. If multiple payments are made during this period these will be totalled along with any adjustments, such as interest.

Can I pay using my Credit Card?

Yes. Council accepts payment with MasterCard and Visa. Payment can be made online, over the phone or in person. Payments can also be made at any Australia Post Office. There is no surcharge for credit card payments.

How much is the pensioner concession?

Council allows a Pensioner Concession up to \$175 for pensioners living in and owning their own home and property, who are holders of a Queensland "Pensioner Concession Card" issued by Centrelink or the Department of Veterans' Affairs Service Card or a Queensland "Repatriation for All Conditions Health Card" (Gold Card).

The State Government Pensioner Subsidy Scheme allows a 20% concession on Rates and Charges and the State Government Emergency Management, Fire & Rescue Levy.

The maximum allowable is \$200 for Rates and Charges, \$45.20 for Urban or \$22.12 for Rural in relation to the State Government Emergency Management, Fire & Rescue Levy.

Please note that a Health Care Card, Queensland Seniors Card or Seniors Business Discount Card does not entitle the holder to receive a concession.

Do I need to submit a new Application for Pensioner Concession on Rates form if I move to a new property?

Yes. A new form is required in order to authorise Council to verify your eligibility with Centrelink at your new property.

What is the Infrastructure Levy?

The Infrastructure Levy is charged for the purposes of contributing to Council's Roads Resurfacing capital program across the region.

What is the Disaster Management Levy?

The Disaster Management Levy is charged for the purposes of developing and maintaining a capacity for disaster management planning and operations as outlined in Council's Disaster Management Levy Policy.

What is the State Government Emergency, Fire & Rescue Levy?

This charge authorised by the Fire and Emergency Services Act 1990 is administrated and collected by Council on behalf of the Queensland Fire and Emergency Services (QFES). Payment must be made to your Local Government as requested. All properties attract the State Emergency Management levy.

Any queries should be directed to QFES on 13 QGOV (13 74 68) or visit www.qfes.qld.gov.au

Who determines my land valuation?

The State Government's Department of Natural Resources, Mines, and Energy (DNRME) Valuer-General is responsible for valuing all properties in the region.

Any valuation enquiries should be directed to DNRME on 13 QGOV (13 74 68) or visit www.dnrme.qld.gov.au

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