

# RATES 2023/24 **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 2023 to 31 October 2023 - in July 2023;
- for the period 1 November 2023 to 29 February 2024 - in November 2023; and
- for the period 1 March 2024 to 30 June 2024 - in March 2024.

The notices will have a 30 day payment timeframe.

## ***What if I have sold my property?***

Council updates property ownership transfers when we are notified by the Department of Resources (DNRME). If you have recently sold your property and receive a rate notice, do not pay the notice as it will be billed to the new owner once we have been notified of the transfer.

Please refer to your conveyancer if you have any questions. Please note this may take up to six weeks after settlement for Council to be advised of change of ownership.

## ***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 per 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.

You can also set up a free direct debit with weekly, fortnightly or monthly instalments or choose to have the total balance deducted on the due date.

## ***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 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. Please see your rate notice for details.

## ***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, \$48.68 for Urban or \$23.80 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 are not eligible 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. Your pension is not automatically applied to your new property.

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

This charge authorised by the Fire and Emergency Services Act 1990 is administered 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 [qfes.qld.gov.au](http://qfes.qld.gov.au).**

### ***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.

### ***Who determines my land valuation?***

The State Government's Department of Resources (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 [resources.qld.gov.au](http://resources.qld.gov.au).**

### ***How is my water consumption charged?***

The amount you are charged is in line with Council's adopted budget and reflects charge per kilolitre at the time of the rate notice, not when the water was consumed. Water consumption is charged based on usage and is charged in arrears. In consideration of this timing, the cents per kilolitre charge is not increased until the second rate cycle.

### ***Why is there more than one water meter on my rate notice?***

Some properties have a shared meter which will show on the rate notice and will be charged according to the lot contribution percentage.

### ***Why should I complete a PPR Declaration Form?***

If you change your address, Council needs to ensure you are still living at your nominated Principal Place of Residence and the property is in the correct general rating category.

### ***Why is my vacant land charged for utility services that are not being used?***

A vacant lot is required to contribute to the cost recovery for supplying and maintaining infrastructure for utility services available to the property.