

2018 / 2019 YOUR RATES EXPLAINED

For all Council enquiries please call:

1300 696 272 (1300 MY NBRC)

Email: admin@northburnett.qld.gov.au

Website: www.northburnett.qld.gov.au

Facebook: www.facebook.com/north.burnett.regional.council

PO Box 390, 34-36 Capper Street, Gayndah Qld 4625

Twitter: @NorthBurnettRC

HOW DO I PAY MY RATES?

Council offers a wide variety of payment options to ratepayers, including:



BPAY® - BPay Payments can be made by telephone banking or internet banking. Refer to the BPay Symbol on the front of your Rate Notice for the Biller Code and Reference Number. Please Note: Each Rate Notice has a separate reference number, therefore a separate transaction for each Rate Notice is required.



In Person - Council's Administration Centres are available in each district for you to make payment by cash, cheque, EFTPOS, Mastercard or Visa card. Phone Council on 1300 696 272 for your closest Council administration centre.



Telephone - Phone your local North Burnett Regional Council office during business hours on 1300 696 272 with your Mastercard or Visa card.



Direct Debit - You can set up a Direct Debit agreement with Council to automatically pay your rates weekly, fortnightly, monthly or half yearly, to suit your budget. Direct Debit forms are available from your local Council Office, Council's website or on request by phoning Council on 1300 696 272.



Mail - Council accepts payment by cheque, Mastercard and Visa card by post. If you're paying by card, please detach and complete the reverse side of the remittance advice slip and return it to Council. Please make cheques payable to "North Burnett Regional Council". All mail payments must be received by the due date.



Other - Other payment options may be available to suit your needs. Council accepts prepayment of rates ensuring your discount is received and alleviating lump sum payments. Please contact Council's rates staff on 1300 696 272 for further information.

**RATES
DUE
DATES**

**FIRST
HALF**
Issued:
14 Aug 2018
Due:
14 Sep 2018

**SECOND
HALF**
Issued:
12 Feb 2019
Due:
15 Mar 2019

Council advises the discount will not be allowed after the due date shown on the rate notice, regardless of postage and transfer times. Please ensure electronic transfers are received into Council's account before the close of discount date. For BPAY transfers allow up to three days to transfer into Council's account. Please contact your financial institution directly regarding internet banking and transfer cut-off times.

YOUR RATES EXPLAINED

Council levies rates and charges to contribute towards the provision of all local government services, including but not limited to roads, water services, asset management, environmental health operations, planning and building services, parks and gardens, community events, economic and cultural development, library services, corporate and financial services and information management.

Council charges a General Rate based on the valuation of each rateable assessment. To determine the charge, each assessment is categorised according to one or more of the following criteria:

- the valuation;
- the prescribed land use code (LUC);
- assessment land area;
- animal numbers;
- tonnes of material extracted;
- number of people employed.

Council has developed its differential rates categories for the 2018/19 year in an effort to better recognise the different levels of facilities and services required by different classes of land.

Have you registered to receive your Rates Notice online?

North Burnett Regional Council now has the ability to deliver your Rates Notice via email, replacing your paper copy sent via mail. We've made the process easy for you!

The use of emailed bill delivery is quicker, cheaper, and better for the environment, allowing us to provide better services elsewhere. Signing in will also let you log in to view your notices online at any time!

Step 1

Complete the online registration form found on Council's website www.northburnett.qld.gov.au. Enter your name exactly as it appears on the notice, include spaces and symbols. Enter your property assessment number. Choose a username, make it easy to remember so you can log on later.

Step 2

Check your inbox. Click the link, it lasts 48 hours!

Step 3

Choose a password. Use this along with your username to log in.

That's it! You will now receive notices in your inbox, and you can log in to view them online at any time.



YOUR RATES EXPLAINED 2018 / 2019

DIFFERENTIAL GENERAL RATES

A complete list of differential rate categories is available on Council's website.

Category	RESIDENTIAL CATEGORIES	c in \$	Min.
1.	Vacant Land <1ha	1.5588	\$763
2.	Large Vacant Land 1-1000ha	1.4194	\$781
3.	Residential <1ha	1.3296	\$763
4.	Large Residential, Rural Lifestyle 1-1000ha	1.3865	\$781
5.	Multi Residential	1.4611	\$1,028

Category	COMMERCIAL AND INDUSTRIAL CATEGORIES	c in \$	Min.
6.	Commercial	1.6173	\$1,028
7.	Motels <15 Units	1.6311	\$1,210
8.	Motels >15 Units	1.4995	\$1,514
9.	Hotels <15 Units	1.6897	\$1,210
10.	Hotels >15 Units	1.5857	\$1,514
11.	Caravan Park <15 Units	1.5854	\$1,210
12.	Caravan Park >15 Units	1.5818	\$1,514
13.	Commercial Non-Profit	0.5540	\$293
14.	Industrial	1.6269	\$1,028
15.	Electrical, Reticulation and Telecommunication Infrastructure	2.0406	\$1,833
16.	Abattoirs	1.6223	\$1,163
17.	Industrial - Saw Mill <10ha	2.0653	\$1,530
18.	Industrial - Saw Mill >10ha	1.5814	\$1,833

Category	RURAL CATEGORIES	c in \$	Min.
21.	Small Rural <100ha	1.0623	\$806
22.	Rural Grazing	0.9786	\$1,030
23.	Rural Cropping	1.1791	\$1,028
24.	Rural Orchards	1.3843	\$1,133
25.	Commercial Water	21.6686	\$3,665
26.	Rural Exclusions	1.6862	\$79

Category	FEEDLOT CATEGORIES	c in \$	Min.
31.	Cattle Feedlot - 501 to 1,000	1.0750	\$847
32.	Cattle Feedlot - 1,001 to 2,000	1.0750	\$1,693
33.	Cattle Feedlot - 2,001 to 3,000	1.0750	\$3,390
34.	Cattle Feedlot - 3,001 to 4,000	1.0750	\$5,322

Category	PIGGERY CATEGORIES	c in \$	Min.
41.	Piggery 2,501 - 5,000	1.0750	\$847
42.	Piggery 5,001 - 10,000	1.0750	\$1,693
43.	Piggery 10,001 - 15,000	1.0750	\$3,390
44.	Piggery 15,001 - 20,000	1.0750	\$5,322

Category	INTENSIVE BUSINESS AND INDUSTRY CATEGORIES	c in \$	Min.
55.	Extractive Industry <5,000 tonnes	3.1246	\$1,233
56.	Extractive Industry 5,000-100,000 tonnes	4.0796	\$8,639
57.	Extractive Industry 100,001 + tonnes	3.1226	\$32,088
58.	Mining Lease <15 employees and <200ha	4.4788	\$2,038
59.	Mining Lease <15 employees and 200ha+	3.5515	\$8,640
60.	Mining Leases >15 <100 employees	13.1481	\$32,088
61.	Mining Leases <200 employees	39.8710	\$92,559
62.	Mining Leases <300 employees	39.8710	\$154,262

UTILITY CHARGES

Utility charges for water, sewerage and garbage services are levied where a particular service is available on a parcel of land, and will ensure that Council is able to fund the operation of those services.

In this budget, Council has standardised both the utility charges levied and the service levels provided across the region.

SEWERAGE CHARGES

Description	Charge
First Pedestal Charge applied to a single dwelling, each unit of a multi-unit dwelling and for the first pedestal at all other connected allotments.	\$594
Additional Pedestal (non-residential) After the first pedestal charge, the charge applied to each additional non-residential pedestal (including urinal cistern) that is connected to the sewerage scheme.	\$480
Access Charge (un-connected or vacant) Charge applied to each parcel of land in the sewered area that has the potential to be connected to the sewerage scheme, where a first pedestal is not charged.	\$451
Access Charge - Additional Contiguous Parcels Charge applied to each additional contiguous parcel of land in the sewered area that has a potential to be connected to the sewerage scheme, whether connected or not.	\$203

WATER CHARGES

Water Charge	Description	Charge
Access Charge	The access charge is applied to each parcel of land in the water area that has the potential to be connected to the water scheme, whether connected or not.	\$605
Additional Contiguous Charge	Charge applied to each additional contiguous parcel of land in the water area that has the potential to be connected to the water scheme, whether connected or not.	\$273
Consumption Charge	Charge for each kilolitre of consumption through water meter reads.	\$1.82/Kl

KERBSIDE GARBAGE BIN COLLECTION AND DISPOSAL

Garbage Charge	Description	Charge
Residential Garbage	Charge applied to each bin serviced for properties in Differential Rate Categories Other than 6,7,8,9,10,11,12 and 13.	\$285
Commercial Garbage	Charge applied to each bin serviced for properties in Differential Rate Categories 6,7,8,9,10,11,12 and 13.	\$342
Premium Garbage	Charge applies to each bin serviced. Application must be made for this service.	\$572
Infirm Garbage	Charge applies to each bin serviced. Application must be made for this service.	\$285

OTHER RATES & CHARGES

NATURAL RESOURCE MANAGEMENT LEVY

Description	Charge
The Natural Resource Management Levy will be raised on all rateable assessments and will be used to offset the weed and animal pest control measures combined with other Natural Resource functions within the regions.	\$54

LANDFILL MANAGEMENT LEVY

Description	Charge
A Landfill Management Levy will be raised on all assessments and will be used to offset the costs of Landfill Management, compliance and future close out provisions.	\$124

LOCAL DISASTER MANAGEMENT LEVY

Description	Charge
A Local Disaster Management Levy (LDML), will be raised on all assessments to assist in Council's capability to meet its obligations in times of a disaster & contribute towards the ongoing operation of disaster preparedness facilities.	\$5

Differential General Rate is calculated by multiplying the Property Valuation by the rate in the dollar set for the relevant differential rate category. If the amount calculated is less than the minimum general rate amount set for the relevant differential rate category then the Minimum General Rate applies. If the property is charged the minimum general rate it will be indicated by displaying Minimum in the Rate/Charge Column of the notice.

This is your **unique Assessment Number**. Please use this number when making enquiries about your rates.

- Differential Rate Category.** Council determines the differential rate category for a property according to one or more of the following criteria:
- The Valuation
 - The Prescribed Land Use Code
 - Assessment Land Area
 - Animal Numbers
 - Tonnes of Material Extracted
 - Number of Employees
 - Number of Rooms

Water Consumption. This charge is per kilolitre consumed and is billed half yearly in arrears.



Ratepayer Name
Postal Address
LOCALITY QLD 0000

042
P000001
R1_11



Property Location & Description: Property Address, Locality QLD 0000
Lot 0 Plan 000000

RATE NOTICE FIRST & FINAL NOTICE

PO Box 390, 34-36 Capper Street, GAYNDAH Q 4625
Telephone: 1300 696 272
Facsimile: (07) 4161 1425
Email: admin@northburnett.qld.gov.au
Website: www.northburnett.qld.gov.au
ABN: 23 439 388 197

FOR THE PERIOD
1 July 2018 to 31 December 2018

AREA: 000 sq m
ASSESSMENT NO.: 00000-00000-000
DATE OF ISSUE: 14-08-2018
DUE DATE: 14-09-2018
FIRE CATEGORY: 2
PAYMENT REFERENCE: 00000000
RATE GROUP: 000
VALUATION: \$20,000
VALUATION DATE: 01-10-2016

Property Valuation

DESCRIPTION	UNITS	RATE/CHARGE	AMOUNT
General Rate - Residential	20000	Minimum	381.50
Water Access	1	302.50	302.50
First Pedestal	1	297.00	297.00
Residential Garbage	1	142.50	142.50
Water Consumption			264.00
Local Disaster Management Levy	1	2.50	2.50
Natural Resource Management Levy	1	27.00	27.00
Landfill Management Levy	1	62.00	62.00
State Govt EMFR Levy	53.30	1	53.30

Utility Charges. Utility Charges for water, sewerage and garbage services are levied where a particular service is available on a parcel of land.



PROOF PROOF

Other Rates and Charges. Local Disaster Management Levy, Natural Resource Management Levy and Landfill Management Levy are levied on all assessments and the funds are allocated for that purpose.

TOTAL RATES and CHARGES
Discount from this notice if paid by 14-09-2018
NET payable if paid by 14-09-2018

This Invoice contains GST of 0.00

B Biller Code: 909838
PAY Ref: 0000 0000

DISCOUNT WILL BE ALLOWED IF PAID BY 14-09-2018

Council advises the discount will not be allowed after the due date shown on the rate notice, regardless of postage and transfer times. Please ensure electronic transfers are received into Council's account before the close of discount date. For DPAY transfers allow up to three days for transfer into Councils account. Please contact your financial institution directly regarding internet banking and transfer cut-off times.

(ALL IN THIS PORTION TO YOUR REMITTANCE)
ASSESSMENT NO.: 00000-00000-000
NAME: Ratepayer Name
NET AMOUNT DUE: \$1,411.05
DUE DATE: 14-09-2018
PAYMENT REFERENCE: 00000000
Please note hereunder any changes of address

Name _____
New Address _____
Phone _____
Email _____
Signature _____



Please tick box if receipt is required
Scan this QR code to register for e-Notices or go to northburnett.formsport.com.au

BPay Payment Reference. Each rate notice has a unique BPay Reference number, therefore if you have multiple properties a separate transaction for each rate notice is required.

1532.30	NET PAYABLE	\$1,411.05
-121.25	DISCOUNT	-\$121.25
1411.05		

Net Payable amount to be paid if you are paying in full by the due date.

Important information to ensure you receive your **rates discount**.

Yes, I'd like to arrange Direct Debit

Application Type: New Amendment Cancellation

Your Contact Details
Applicants Name: _____
Telephone Number: _____
Email: _____

Property Information
Owner's Name: _____
Property Address: _____
Assessment Number: _____

Schedule Information
Option 1: Debited every week, starting ___/___/___
Option 2: Debited every fortnight, starting ___/___/___
Option 3: Debited every month, starting ___/___/___
Option 4: Debited on the due date of every rates and water notice
Amount: Debit \$ _____ per payment

Please turn over to complete this application

Direct Debit. You can set up a Direct Debit Agreement with Council to automatically pay your rates weekly, fortnightly, monthly or half yearly to suit your budget.

How do you come up with the rate increase every year?

The rate increase is based on Council's ten year long term financial plan. This plan gives us the parameters we must adhere to if we are to remain sustainable (ie: have enough money to pay bills and carry out our functions). Every year Councillors debate back and forward after receiving all information which includes our own annual increases in expenditure (such as electricity and wage rises) and then we spend weeks working out how we save money so as not to pass on those expenses. Once we believe we can't cut anymore we then debate for weeks as to every 0.1%, fee and charge because we understand how each and every household bill whether it be electricity, telephone, rent or rates impacts our community .

What does the General Rate pay for?

It contributes to the provision of ALL local government services (excluding water, waste water and waste). So we can provide a BASE level of service and liveability for all community members regardless of whether or not you access this service.

We hear such comments as "I don't use the library so I shouldn't have to pay for it!". The problem is that many other people use the library, including our aged and our youth. Last year we had 3,126 library users, with a total of 38,834 books loaned. These people need us all to fund it.

We are all in this together and a portion of each rates goes into things you may or may not agree with. It is our diversity of interests which is the beauty of social fabric and Council's job is to cater for this diversity.

Why do you say it's a 3.5% general rate rise yet my rates have increased by more/less than that?

The touted percentage rate rise is always an average and as all averages are concerned there are some higher and some lower than this.

We currently have 72 differential rating categories which allow us to individualise consumption of the region's assets. Each year Council may choose to increase the rates, decrease the rates or keep the status quo in any or all of these categories according to Council's long term financial plan.

Utility charges and levys may also increase by different percentages.

What is the Landfill Management Levy for?

Council introduced this levy in 2016 as a means of becoming more transparent (transparent means that you understand more fully what Council is doing with your money). Previous to this levy you paid an environmental levy which included money going to landfill management.

Council is obligated under legislation to demonstrate a level of environmental compliance not only for current waste facilities, but also historic landfills (historic landfills are ones we don't use anymore). Council must develop funds to enable the future closure and rehabilitation of landfill sites. This funding is a recognition that we as a community should not leave a legacy for future generations to pay for our current waste practices.

Recent initiatives have included:

- Installation of landfill water monitoring bore and water testing;
- Development of new landfill cells;
- Planning for rehabilitation of two historic landfills.

What is the difference between a levy, a general rate and a charge?

Levy's must be used for the described purpose alone – ie: cannot be spent on anything other than the intended purpose of the Levy. We use levys as a way of showing you our intent on spending that money on a particular purpose.

General Rates are allocated to be spent on any purpose within the running of Council.

Utility Charges are collected in accordance with our revenue statement and the amounts charged are based on achieving full cost recovery (full cost recovery means that it pays for itself, without any further financial inputs).

But I don't have a Wheelie Bin collected, why do I have to pay for this Levy?

If you don't have a wheelie bin collected then you will not find a wheelie bin charge (called "residential garbage") on your rates notice. This charge pays for Council's Waste Management Contractor to pick up the bin contents and deliver it to our Waste Management Facilities.

If you don't have a wheelie bin, you must be utilising our waste management facilities which is paid for in part by your general rates.

There has been some suggestion by rural Ratepayers that they have their own dumps and some even dump on public land. You will be aware these practices are illegal and brings with them some pretty hefty fines.

For a comprehensive list of fees and charges related to Waste Management (including Construction/Demolition, Binding, Dead Animals, Tyres, Trade Waste etc.) please refer to NBRC's Fees and Charges 2018/19.

What is the Natural Resource Management Levy for?

Rural industries are a key driver in our economy. The entire community benefits from a strong rural sector. This levy contributes towards invasive weeds and pest animal management which in turn helps our rural industries.

What is the Local Disaster Management Levy for?

This levy contributes towards Council's capability and disaster preparedness. The levy was introduced in 2014 after two natural disasters shook the region. The levy is used by Council to carry out relevant Local Disaster Management tasks or can be forwarded to a relevant group to build resilience for the community in times of disaster. Funding is available upon written application to Council. Further information on Policy 261 - Local Disaster Management Levy and advice as to how groups can apply for funds can be found on Council's website www.northburnett.qld.gov.au

My road hasn't been graded for years so I'm not going to pay my rates.

Paying (or not paying) your rates is totally your prerogative – you just have to be aware of the consequences. As previously explained General Rates are to pay for many different services and are not for roads alone. Roads are maintained at an intervention level depending on their hierarchy in the whole North Burnett roads system.

Can I just grade my own road?

The short answer is no. Other people use public roads so they must be done by approved machinery to an approved standard by approved people.

Why do I have to pay Vacant Sewerage when there's no house there?

Vacant blocks are charged vacant sewerage fees as there are pipes and manhole systems in the ground which all require maintaining and if you live in an area where you have access to them, or will have access to them in the future, you need to pay for them.

Why do I have to pay Water Access for a Vacant Block?

Water access is only in defined areas which have been developed with the consideration of future urban and commercial development. Vacant blocks are charged access fees as there are water mains adjacent the block which provide future access points. These mains, fire hydrants, valves and indeed the water treatment plant all require maintaining.

Why do I have to pay for Water Access as well as Water Consumption?

The water access charge is the amount levied against all lots that can access the water scheme and is the fixed charge that pays for costs such as plant and mains maintenance, operators wages etc.

The consumption charge is the variable amount that is levied based on user pays. These costs include bulk water, chemical and power charges.

One charge pays for the infrastructure, one for the delivery.

How much water can I use before I pay consumption?

Historically some Council areas had an allocation within their charge meaning that until they went over that allocation that they wouldn't pay. This method no longer exists, users are now paying from the first kL consumed.

Why are you charging me for water? What do you do to the water?

Drinking water comes from either bores, rivers or weirs. This water is purchased by Council from Sunwater. The quality of this water is not fit for human consumption according to the Australian Drinking Water Guidelines. As a registered water provider Council MUST treat the water to meet the mandatory sections of the guidelines which will ensure public health. The treatment varies slightly between towns but in all cases includes disinfection.

Why is all the monies spent in (insert town name other than your own) and nothing is done in my town?

We get this one a lot. We think it's a perception due to a range of factors. Sometimes what we do or the money we spend in a place is on "hard to see" infrastructure such as water or sewerage. The region is extremely large and it's rare that people know of everything that happens in every town and surrounds. Sometimes we are spending money in places which don't mean anything to you and you don't notice it. In some years another town may get something that your town doesn't have.

Our decisions are based on data and fairness. Many people often confuse fairness with equality. Equality means you give everyone the same. Fairness or (equity) means you give everyone what they need. On big projects we work in a rotational basis (according to our asset needs). For instance, Mundubbera main street was done in 2016 (due to both aged road seal surface and water mains that had reached their effective operative life), Monto and Mt Perry had main street revitalisation in 2018, Gayndah and Eidsvold are on the highway, so we try to work with Main Roads – Eidsvold main road was done in 2017 and Biggenden is being planned for as next cab off the rank.

Why did my land valuation go down but my rates went up?

Valuations are performed by the State by researching the property market, comparing previously sold properties, examining trends, inspecting properties and taking into account the physical attributes and constraints on use of the land.

Depending on their findings in your valuation area and depending on your individual properties characteristics your valuation will either increase or decrease. This is not an exact science and you have 60 days from valuation issue to lodge an objection. Council then uses this valuation amount to multiply by the cents in the dollar (dependant on your rating category) as a baseline to calculating rates.

As valuations are just one of the many factors taken into account when councils are determining rates, it is not unusual that valuations can decrease and rates increase as decreasing property values has no effect on the costs associated with the running of the council area.

But I am a pensioner/low income earner and can't afford another increase.

To be perfectly honest, no one wants and many people can't afford increases. As for pensioners, the State Government provides a concession of 20% or \$200 capped per annum for their principal place of residence as part of the Pensioner Rates Subsidy Scheme.

When you get a grant from Federal or State Government how do you decide where to spend it?

Grants usually come with a stringent set of conditions imposed as to what we can spend the money on. This is why it is frustrating to hear that we should have spent it on roads....many grants say we can't.

What happens if you're late with your rates?

You will receive a reminder letter at 14 days. After this time Council will attempt to call you about your outstanding rates in the hope that we can help you organise a payment plan with the goal of having you back on track within 18 months. Remember late payments start accruing interest until the debt is finalised, set by the State Government at 11% per annum, compounded daily.

What happens when it gets all too much?

We understand that sometimes our Ratepayers feel completely overwhelmed by their financial situation and don't even know where to start. As humans some people deal with the issues and some find it easier to ignore them. The very best way you can deal with late rates is to contact us. We will talk you through all the options in a kind, professional, confidential manner.

What happens when there is no payment plan/insufficient payment plan on overdue rates?

Council will follow its Rate Recovery Policy, we will send reminder letters and we will also attempt to make contact with the ratepayer to discuss acceptable repayment options that fit within Council's Policy. If after following the Policy rates still remain outstanding, the provisions of the *Local Government Regulation 2012* empower Council to make a resolution to sell land for overdue rates where the rates or charges are in arrears for a period of greater than 3 years for residential properties, or greater than 1 year for vacant land or land used only for commercial purposes.

HAVE YOU MOVED RECENTLY?

If you have changed your mailing address please notify Council in writing of your new address so that your details can be updated.

Residents who have changed their mailing address and have failed to notify Council run the risk of not receiving their rates notice and possibly missing out on any discount offered. All changes must be in writing and must be signed by at least one owner. Address changes cannot be accepted over the telephone.

PAYMENT OF OVERDUE RATES BY INSTALMENTS

To assist ratepayers in meeting their rates responsibilities, Council may accept applications for payment of overdue rates and charges by instalment from property owners. Each application will be assessed in accordance with Council's Rate Recovery Policy (available on Council's website).

Interest will continue to be charged on overdue rates and charges which are subject to an instalment plan. The applicant must comply with the terms of the instalment plan agreed to, as default will result in Council requiring immediate full payment of future instalments.

Council understands some ratepayers may have genuine difficulties in meeting their payment deadlines. Should you be in such a position please visit Council in person or contact Council's Rates Officer on 1300 696 272 (1300 MY NBRC) in order to discuss your situation and to make a special repayment arrangement.

CATEGORY INTO WHICH LAND IS INCLUDED

Pursuant to the *Local Government Regulation 2012*, section 88, you are hereby notified of the following:

1. The differential category in which the land "your land" has been categorised is identified on the rate notice as it has been determined by the council.
2. You may object to the categorisation of your land by giving the council a notice of objection, in the form approved by the council, within thirty (30) days after the date of issue of the rate notice or such further period as the council allows. This form can be found on our website.
3. The sole grounds on which you may object is that, having regard to the criteria decided by the council for categorising rateable land, your land should have been included, as at the date of the issue of the rate notice, in another of the categories specified in the revenue statement.
4. That giving a notice of objection will not, in the meantime, affect the levy and recovery of the rates specified in the rate notice.
5. That if, because of an objection made, your land is included in another category, an adjustment of rates will be made.

REBATES & CONCESSIONS

Discount for Prompt Payment

In accordance with the *Local Government Regulation 2012*, section 130, Council has set a discount of 10% for certain rates and charges if a rates notice is paid in full, including arrears, on or before the adopted due date. The applicable rates and charges are general rates (including minimum general rates), water charges (excluding water consumption charges), sewerage charges, kerbside garbage bin collection and disposal charge, landfill management levy and natural resource management levy.

Pensioner Rates Subsidy Scheme

The Council provides administrative support to the State Government Pensioner Rate Subsidy Scheme (PRSS).

The PRSS provides a subsidy on some of Council rates and charges to pensioners who are in receipt of a pension from the Commonwealth Government, and who comply with the PRSS guidelines established by the Queensland Department of Communities. The State Government subsidy is currently set at twenty percent (20%) of the applicable rates and charges, up to a maximum of \$200 per annum.

Application forms for this subsidy are available at any of Council's Customer Service Centres, by phoning Council on 1300 696 272 (1300 MY NBRC), or see Council's website at www.northburnett.qld.gov.au.