

Council rates and charges

Why does Council charge rates?

Councils charge rates to property owners to fund services and facilities required by the community. These services include libraries, local roads and transport, parks and gardens, environment and economic initiatives.

Each year, Council decides the rates and charges that will apply for the coming financial year.

Note* if you rent your home you do not have to pay rates. This is included in your weekly rent.

How does Council charge rates?

Council issues a rate notice twice a year to property owners:

- In January – for the six month period from 1 January to 30 June and
- In July – for the six month period from 1 July to 31 December.



How are my rates calculated?

Council allocates a rating category to each property. The rating category is shown on your rates notice and a Schedule of Rates leaflet provides details of the charges that apply to each rate category.

Please contact council's contact centre if you have any further questions or email rates@sunshinecoast.qld.gov.au.

Note: * land valuations are issued to property owners by the Queensland Government Department of Natural Resources, Mines and Energy and are shown on your rates notice.

What other charges are on my rates notice?

Councils may also include Separate or Special Rates or Charges on your rates notice. This could include:

- Environment Levy
- Transport Levy
- Heritage levy.

Council will also include a charge for the provision of waste collection services. The size and description of the waste bin and related charge is shown on the rates notice.

Further information on Special Rates and Special Charges may be found on council's website or by calling council's customer contact centre.

When do I have to pay my rates?

Your rates notice will have a due date for payment shown on the notice. If you miss this payment date you will not be eligible to receive the discount shown on your rates notice. If you are having difficulty paying your rates please contact council to seek assistance. Please note Council charges interest on late payments.

How do I pay my rates?

Details of how to pay your rate notice are shown on your notice, there are a range of options including paying by phone, setting up a direct debit, paying at a post office or at Council offices located in Nambour, Maroochydore or Caloundra.

Where do I find further information?

Please read the important information on the back of your rates notice.

Further information, including details on pensioner rate concessions, lodging an objection to your rate category, payment options and payment arrangements may be found on council's website or by contacting council's customer contact centre.



Multicultural Welcome Hub

Find out where you can get support, how you can meet people and explore your new community. Listen to stories of other migrants.

www.sunshinecoast.qld.gov.au/multicultural

Do you need language help?

If you have difficulty speaking or understanding English, you can call the Translating and Interpreting Service (TIS) on 131 450 and request to be transferred to Sunshine Coast Council on 5475 7272.



Translating online information

You can use Google Chrome to translate webpages into another language. Follow these steps to activate this function:

- On your computer, open Chrome.
- At the top right, click More Settings.
- At the bottom, click Advanced.
- Under "Languages," click Language.
- Check or uncheck "Offer to translate pages that aren't in a language you read."

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