

Introduction

Isaac Regional Council is pleased to present its 2009/2010 Rates Brochure, designed to assist ratepayers to better understand the rating system and how Isaac Regional Council utilises funds raised by rating to provide infrastructure and services.

In this brochure you will find information such as general rates, refuse services charges, sewerage charges and also an explanation about how you might go about seeking a review of your rate category.

Council's 2009/2010 Budget is \$130.1 million with revenue from ordinary activities totalling \$86.3 million and capital operations totalling \$43.8 million. There has been an overall increase in rates of 8% in 2009/2010 in order to continue to provide quality services and to maintain and improve on community infrastructure.

Some of the highlighted Capital Works Projects for 2009/2010 include:

- \$6.8 million targeted for rural roads
- \$12.5 million to progress the Moranbah Sewerage Augmentation
- \$2.3 million to upgrade town streets across the region
- \$1.1 million to complete sewerage works in Nebo
- \$275 000 on a new boat ramp in St Lawrence
- \$792 000 to expand the Dysart Library
- \$199 000 on recreational and historical initiatives in Clermont
- \$655 000 on waste management, water and sewerage upgrades for Middlemount

Council has endeavoured to provide you with as much information as possible, however in our efforts to be more sustainable information is also available via Council's website at www.isaac.qld.gov.au. If you do require further information and can't access the website, please contact your nearest Council office. Contact details for the offices located across the region are shown on the back cover of this brochure.



Mayor Cedric Marshall

What does Council provide for my rates?

Local government rates are a tax based on the Unimproved Capital Value (UCV) of your land. Revenue must be raised from the local community to meet the costs of providing services, facilities and activities. In some cases, Council is able to levy fees and charges on a user pays basis, and is able to recover infrastructure costs from developers. Many other services are not entirely self-funding and require a subsidy from General Rate revenue. Services provided under General Rates includes but is not limited to:

- Public facilities and amenities: pools, libraries, parks and gardens, community centres, reserves and picnic areas, recreation facilities
- Environmental health, local laws, food safety inspections, control of pest animals and plants
- Roads (local roads, not national highways or state Arterial roads), footpaths / bikeways
- Contract for rubbish collection and disposal
- Information services, online services, community development programs
- Arts and cultural programs, local museums and heritage support, festivals and events
- Community services such as: community and emergency housing, community buses
- Economic development
- Tourism development, information and support
- Caravan parks, cemeteries
- Aged care services, youth services, child care services
- Crime prevention
- Community leadership and advocacy

How is the General Rate calculated?

General rates are applied uniformly and calculated by multiplying the Unimproved Capital Value (UCV) of your property by its applicable differential rate. For 2009/2010 the Differential General Rate is determined according to which category your property is classified under. So for example, *Category 5 Home Occupation – Moranbah* is 0.0079c in the dollar.

Example:

Unimproved Capital Value	\$ 250,000.00
Rate in the dollar	<u>0.0079</u>
General Rate payable	\$ 1975.00

Rating Categories 2009/2010

Isaac Regional Council has thirty-four (34) rating categories as of 1 July 2009. A summary of these categories can be found on the next page.

Pursuant to section 977 of the *Local Government Act 1993*, the categories into which rateable land is categorised is as follows:

Category 1 - Urban Land – Greenhill; Carmila Beach; Clairview (UCV \$0 - \$150,000)

Criteria: Land used for urban purposes not included in any other category located in the town areas of Greenhill, Carmila Beach and Clairview as described in the town plan and having a UCV of between \$0 and \$150,000.

Category 2 - Urban Land – Greenhill; Carmila Beach; Clairview (UCV \$150,001 - \$185,000)

Criteria: Land used for urban purposes not included in any other category located in the town areas of Greenhill, Carmila Beach and Clairview as described in the town plan and having a UCV of between \$150,001 and \$185,000.

Category 3 - Urban Land – Greenhill; Carmila Beach; Clairview (UCV \$185,001 - \$260,000)

Criteria: Land used for urban purposes not included in any other category located in the town areas of Greenhill, Carmila Beach and Clairview as described in the town plan and having a UCV of between \$185,001 and \$260,000.

Category 4 - Commercial/Industrial

Criteria: Land being utilised or having the potential to be utilised by virtue of improvements or activities conducted upon the property for a commercial or industrial purpose.

Category 5 - Other Urban Land – Other Towns (Carmila, Clermont, Coppabella, Dysart, Glenden, Middlemount, Moranbah, Nebo, St. Lawrence)

Criteria: Land used for urban purposes not included in any other category located in the town area of Carmila, Clermont, Coppabella, Dysart, Glenden, Middlemount, Moranbah, Nebo and St. Lawrence as described in the town plan.

Category 6 - Rural Land - Cattle

Criteria: Land that is neither within an urban land category nor within another rural category, but is used predominantly for cattle related industry including land with a Department of Environment and Resource Management Land Use Code between 60 and 70.

Category 7 - Rural Land – Agriculture

Criteria: Land that is neither within an urban land category nor within another rural land category, but is used predominantly for agricultural activities including land with a Department of Environment and Resource Management Land Use code between 71 to 84 excluding land used for activities within land use code 72 and 75.

Category 8 - Rural Land – Cane/Timber

Criteria: Land that is used predominantly for growing sugar cane including land with a Department of Environment & Resource Management Land Use Code “75” – Sugar Cane or land that is used predominately for timber or timber related industries with a Department of Environment and Resource Management Land Use Code “88” – Forestry and Logging.

Category 9 - Rural Other

Criteria: Rural land that does not fall within any other rural category.

Category 10 - Multi Unit (2-4) Land

Criteria: Urban Land as described in the town plan used for long term accommodation which contains two (2) to four (4) dwellings.

Category 11 - Multi Unit (5-9) Land

Criteria: Urban Land as described in the town plan used for long term accommodation which contains five (5) to nine (9) dwellings.

Category 12 - Multi Unit (10-14) Land

Criteria: Urban Land as described in the town plan used for long term accommodation which contains ten (10) to fourteen (14) dwellings.

Category 13 - Multi Unit (over 14) Land

Criteria: Urban Land as described in the town plan used for long term accommodation which contains over fourteen (14) dwellings.

Category 14 - Barracks & Quarters / Caravan Parks (10-60)

Criteria: Land used to provide long term accommodation in rooms, suites and/or caravan sites for persons employed in or working in association with a particular industry containing ten (10) to sixty (60) accommodation rooms, suites and/or caravan sites.

Category 15 - Barracks & Quarters / Caravan Parks (61-120)

Criteria: Land used to provide long term accommodation in rooms, suites and/or caravan sites for persons employed in or working in association with a particular industry containing sixty-one (61) to one hundred and twenty (120) accommodation rooms, suites and/or caravan sites.

Category 16 - Barracks & Quarters / Caravan Parks (121-190)

Criteria: Land used to provide long term accommodation in rooms, suites and/or caravan sites for persons employed in or working in association with a particular industry containing one hundred and twenty-one (121) to one hundred and ninety (190) accommodation rooms, suites and/or caravan sites.

Category 17 - Barracks & Quarters / Caravan Parks (191-260)

Criteria: Land used to provide long term accommodation in rooms, suites and/or caravan sites for persons employed in or working in association with a particular industry containing one hundred and ninety-one (191) to two hundred and sixty (260) accommodation rooms, suites and/or caravan sites.

Category 18 - Barracks & Quarters / Caravan Parks (261-360)

Criteria: Land used to provide long term accommodation in rooms, suites and/or caravan sites for persons employed in or working in association with a particular industry containing two hundred and sixty-one (261) to three hundred and sixty (360) accommodation rooms, suites and/or caravan sites.

Category 19 - Barracks & Quarters / Caravan Parks (361-460)

Criteria: Land used to provide long term accommodation in rooms, suites and/or caravan sites for persons employed in

or working in association with a particular industry containing three hundred and sixty-one (361) to four hundred and sixty (460) accommodation rooms, suites and/or caravan sites.

Category 20 - Barracks & Quarters / Caravan Parks (461-650)

Criteria: Land used to provide long term accommodation in rooms, suites and/or caravan sites for persons employed in or working in association with a particular industry containing four hundred and sixty-one (461) to six hundred and fifty (650) accommodation rooms, suites and/or caravan sites.

Category 21 - Barracks & Quarters / Caravan Parks (651-850)

Criteria: Land used to provide long term accommodation in rooms, suites and/or caravan sites for persons employed in or working in association with a particular industry containing ten six hundred and fifty-one (651) to eight hundred and fifty (850) accommodation rooms, suites and/or caravan sites.

Category 22 - Barracks & Quarters / Caravan Parks (851-1100)

Criteria: Land used to provide long term accommodation in rooms, suites and/or caravan sites for persons employed in or working in association with a particular industry containing eight hundred and fifty-one (851) to one thousand one hundred (1100) accommodation rooms, suites and/or caravan sites.

Category 23 - Barracks & Quarters / Caravan Parks (over 1100)

Criteria: Land used to provide long term accommodation in rooms, suites and/or caravan sites for persons employed in or working in association with a particular industry containing over one thousand one hundred (1100) accommodation rooms, suites and/or caravan sites.

Category 24 - Coal Mining (40-100)

Criteria: Land that is a coal mine that, according to the Department of Mines & Energy "Mines and Quarries Safety Performance and Health Report" was employing, as at 30 June 2008, between 40 and 100 employees and/or contractors, with a rateable valuation greater than \$100,000.

Category 25 - Coal Mining (101-200)

Criteria: Land that is a coal mine that, according to the Department of Mines & Energy "Mines and Quarries Safety Performance and Health Report" was employing, as at 30 June 2008, between 101 and 200 employees and/or contractors, with a rateable valuation greater than \$100,000.

Category 26 - Coal Mining (201-300)

Criteria: Land that is a coal mine that, according to the Department of Mines & Energy "Mines and Quarries Safety Performance and Health Report" was employing, as at 30 June 2008, between 201 and 300 employees and/or contractors, with a rateable valuation greater than \$100 000.

Category 27 - Coal Mining (301-500)

Criteria: Land that is a coal mine that, according to the Department of Mines & Energy "Mines and Quarries Safety Performance and Health Report" was employing, as at 30 June 2008, between 301 and 500 employees and/or contractors, with a rateable valuation greater than \$100,000.

Category 28 - Coal Mining (501-600)

Criteria: Land that is a coal mine that, according to the Department of Mines & Energy "Mines and Quarries Safety Performance and Health Report" was employing, as at 30 June 2008, between 501 and 600 employees and/or contractors, with a rateable valuation greater than \$100,000.

Category 29 - Coal Mining (601-1200)

Criteria: Land that is a coal mine that, according to the Department of Mines & Energy "Mines and Quarries Safety Performance and Health Report" was employing, as at 30 June 2008, between 601 and 700 employees and/or contractors, with a rateable valuation greater than \$100,000.

Category 30 - Coal Mining (1201- 1400)

Criteria: Land that is a coal mine that, according to the Department of Mines & Energy "Mines and Quarries Safety Performance and Health Report" was employing, as at 30 June 2008, between 1201 and 1400 employees and/or contractors, with a rateable valuation greater than \$100,000.

Category 31 - Coal Mining (1401-1500)

Criteria: Land that is a coal mine that, according to the Department of Mines & Energy "Mines and Quarries Safety Performance and Health Report" was employing, as at 30 June 2008, between 1401 and 1500 employees and/or contractors, with a rateable valuation greater than \$100,000.

Category 32 - Coal Mining (>1500)

Criteria: Land that is a coal mine that, according to the Department of Mines & Energy "Mines and Quarries Safety Performance and Health Report" was employing, as at 30 June 2008, more than 1500 employees and/or contractors, with a rateable valuation greater than \$100,000.

Category 33 - Other Coal

Criteria: Land that is associated with coal mining not included in Categories 24-32

Category 34 - Other Mines/Extractive Land

Criteria: Land used for or having the potential to be utilized by virtue of improvements or activities conducted on the property for extractive or mining industries purposes not associated with coal production.

Table 1.1 The following differential rates and minimum general rates have been made for 2009/2010:

Category	Cents in the Dollar of Unimproved Valuation 2009/2010	Minimum General Rate (per annum)
Category 1	0.75863	\$550
Category 2	0.60684	\$1,080
Category 3	0.50761	\$1,130
Category 4	2.20000	\$800
Category 5	0.79000	\$550
Category 6	0.30000	\$550
Category 7	0.30850	\$550
Category 8	0.88075	\$550
Category 9	0.52675	\$550
Category 10	1.1186	\$1,100
Category 11	1.1786	\$2,750
Category 12	1.2453	\$5,500
Category 13	1.5755	\$8,250
Category 14	2.3692	\$2,200
Category 15	4.3374	\$16,500
Category 16	7.7162	\$33,000
Category 17	7.7162	\$52,250
Category 18	16.0636	\$71,500
Category 19	16.0636	\$99,000
Category 20	16.0636	\$126,500
Category 21	16.0636	\$178,750
Category 22	16.5688	\$233,750
Category 23	20.3077	\$302,500
Category 24	2.0000	\$30,000
Category 25	2.2000	\$40,000
Category 26	2.2000	\$70,000
Category 27	2.2000	\$80,000
Category 28	2.2000	\$90,000
Category 29	7.0000	\$100,000
Category 30	7.0000	\$160,000
Category 31	6.0000	\$170,000
Category 32	3.0000	\$200,000
Category 33	5.0000	\$25,000
Category 34	5.0000	\$550

Notes relating to categories:

Properties in **Categories 10-23** utilise Council's services to a higher degree than those containing a lesser number of dwellings and the rate includes due provision.

A **coal mine** in the above categories is defined as land that is the subject of a coal mining lease (issued pursuant to the *Mineral Resources Act 1989*) or other form of tenure that was used, is used, or intended to be used: -

- as a coal mine (or for purposes ancillary or associated with coal mining such as, for example: washing down, stockpiling, haulage, water storage and rehabilitation); or
- in conjunction with other land (the subject of a coalmining lease) as part of an integrated coal mining operation.

An **integrated coal mining operation** is defined as land contained in more than one coal mining lease (issued pursuant to the *Mineral Resources Act 1989*) or other form of tenure which land was used, is used, or intended to be used in an integrated manner for the purposes of coal mining or purposes ancillary or associated with coal mining such as, for example, washing down, stockpiling, haulage, water storage and rehabilitation.

For the 2009/10 financial year General Rates will be capped at 20% and will be applied to differential rate categories 1 - 9.

What are the charges and levies?

Rural Fire Brigade Districts

The rateable land to which the special charge applies is land within the areas separately described on a cadastral map titled 'Map Showing Rural Fire Brigades and Urban Fire Brigades in Isaac Regional Council'. Where a person owns more than one rateable parcel, this special charge will not be levied on the second or subsequent lots whilst they remain in one ownership.

Rural Fire Brigade District	Special Charge
Ilbilbie	\$ 20.00
West Hill	\$ 25.00
Orkobie	\$ 25.00
Carmila West	\$ 25.00
Carmila	\$ 25.00
Clairview	\$ 25.00
Flaggy Rock	\$ 20.00



Isaac Regional Council Rates Brochure

Cleansing

The amount to be levied is \$416.80 per annum for a 240 litre mobile bin to be used for the removal of domestic or commercial refuse on a normal weekly collection day, and for a 240 litre mobile recycling bin to be used for the removal of domestic or commercial recyclable material on a fortnightly basis. The charge is made up of:

Cleansing	\$ 229.44
Recycling	\$ 57.36
Two New Bins	\$ 130.00
Total	\$ 416.80

Sewerage

Council will make and levy a sewerage charge on each property, both vacant and occupied, Council has or is able to provide with sewerage services.

A charge will be set for each pedestal in any commercial premises that is connected to the sewerage system. Where sewerage services are provided to the common property of scheme land within the meaning of the Body Corporate and Community Management Act 1997, the body corporate shall be levied a charge on each pedestal.

Commercial accommodation centres providing single room accommodation (that is capacity to house one individual only) will be charged one unit for every three pedestals installed in individual rooms.

Normal charges will apply for pedestals and urinals in all amenity block complexes and public toilets. Premises subject to this policy must submit themselves to an annual inspection to be conducted by Council's Environmental Health Officer to determine eligibility. Refusal of an inspection will result in normal charges applying for each pedestal.

A urinal will be deemed to be the equivalent of a pedestal if it is 600mm long or less. For each 600mm or part thereof, a charge equal to that per pedestal will be levied.

Example: 1200mm = two (2) charges: 1350mm = three (3) charges.

Vacant land, where Council is currently able to provide a reticulated sewerage service, is charged at a level which is 50% of the charge which would apply to a connected property with a single pedestal.

Residential properties where the primary land use code is 02 (Single Unit Dwelling), or 05 (Large Home site – Dwelling) as determined by the Department of Environment and Resource Management and approved as a habitable dwelling by Council will be charged one unit for the first pedestal installed and then one half unit for each pedestal installed thereafter.

Example: two (2) pedestals will be charged 1.5 units.

The amount of the sewerage charge (per pedestal) is:

Township	Charge
Dysart	\$ 452.88
Middlemount	\$ 428.28
Nebo	\$ 340.20
Glenden	\$ 358.93

The amount of the sewerage charge (per pedestal) is:

Charge	Clermont	Moranbah
Single Dwelling	\$ 585.82	\$ 417.93
Business and commercial	\$ 585.82	\$ 417.93
Other premise	\$ 585.82	\$ 417.93
Sewered Caravan Parks	\$ 131.09	\$ 81.08
Additional pedestals	\$ 339.37	\$ 239.46
Vacant Land	\$ 364.93	\$ 222.22
Garbage Disposal Unit - Commercial	\$ 417.20	\$ 306.41
Garbage Disposal Unit - Dwellings	\$ 170.78	\$ 134.56

The amount of the sewerage charge (per unit) for the townships of Nebo & Glenden is:

	Units	\$ Charge / Unit	Comments
Accommodation Camps	1	\$96.6630	per single accommodation unit
Bowls Club	16	\$89.7330	
Caravan Park (1-10 sites)	10	\$89.7330	
Caravan Park (>10 sites)	10	\$89.7330	plus 1 unit for each additional site
Caravan Park with Residence	10	\$89.7330	as for Caravan Park + 2 units
Churches	1	\$89.7330	
Concrete Batching Plants	16	\$89.7330	
Council Depot	15	\$89.7330	
Hotel (with accommodation)	16	\$89.7330	additional donga-style accommodation units to be charged at accommodation camp rates
Licensed Premises - no accommodation (not sports clubs)	14	\$89.7330	
Motel	4	\$89.7330	for first motel unit/residence + 2 units for each additional motel unit
Multi-Dwelling Unit	4	\$89.7330	per residential unit
Police Station/Residence - Combined Service	6	\$89.7330	
Police Barracks	4	\$89.7330	
Post Office	4	\$89.7330	

Isaac Regional Council Rates Brochure

The amount of the sewerage charge (per unit) for the townships of Nebo & Glenden continued:

kilolitres per unit for Moranbah without further charge.

The amount of the water charge (per unit) is:

	Units	\$ Charge / Unit	Comments
Post Office/Residence - Combined Service	6	\$89.7330	
Public Amenities	4	\$89.7330	
Public Halls	2	\$89.7330	
Public Parks	16	\$89.7330	
Residential Dwellings (single family unit)	4	\$89.7330	
Service Stations	8	\$89.7330	
Schools (< 50 pupils)	5	\$89.7330	
Schools (> 50 to 100 pupils)	10	\$89.7330	
Schools (> 100 pupils)	10	\$89.7330	plus 10 units for each additional 100 pupils, or part thereof
Shop	6	\$89.7330	
Shop/Residence - Combined Service	8	\$89.7330	
Show/Rodeo Grounds	40	\$89.7330	
Telstra Depot	4	\$89.7330	
Vacant Land - deemed to be connected within benefited area	2	\$89.7330	
Vacant Land - connected within scheduled area	4	\$89.7330	
Other Premises (not specified above)	4	\$89.7330	

Town	Charge Per Unit
Dysart	\$ 150.62
Middlemount	\$ 161.08
St Lawrence	\$ 186.52
Carmila	\$ 186.52
Nebo	\$ 91.12
Glenden	\$ 91.12
Clermont	\$ 60.87
Moranbah	\$ 41.25

Water Charges

Council will make and levy a water charge in the manner described hereafter to be levied on all land within the region whether vacant or occupied to which Council is prepared to supply water, together with any land already connected to Council's various water supply systems.

The basis of the water charge is:

- An annual charge which includes a right to use water to a certain level without further charge for any metered premises, and
- A consumption charge for each kilolitre of water in excess of a certain amount as registered on a meter installed by Council.

The basis of charge is further defined in terms of a 'unit', such units having been established on a basis that recognises that certain premises will use water at a greater level than other because of the nature of the use to which the land is put.

An annual access charge measured in units is made for all connections to the systems. This annual charge provides for the use of 180 kilolitres per unit in Dysart and Middlemount, 125 kilolitres per unit in St Lawrence and Carmila, 150 kilolitres per unit in Nebo and Glenden, 55 kilolitres per unit for Clermont and 66.25

What is the Queensland State Fire Levy?

The Fire Levy Scheme was introduced in 1985 to partially fund the Queensland Fire and Rescue Service (QFRS). The scheme is administered through the *Fire and Rescue Service Act 1990 (the FRS Act)* which imposes a fire levy on certain property and places a legal obligation on local government to collect the levy (s. 112, *FRS Act*).

The basic principles of the scheme are:

- Local Governments throughout Queensland are legally required to collect a fire levy on behalf of the QFRS.
- Levies are set by regulation and vary according to the classification of the property and class of urban/rural district in which the property is situated;
- Properties to be levied are divided into 16 groups closely aligned to the Town Planning and Building classifications used by local government.

Rating Frequently Asked Questions

What if I object to the Category my property falls under?

By virtue of the provisions of *Section 983 (2)c of the "Local Government Act"*, you are hereby notified as follows:

- If you consider that as at the date of issue of the rate notice, your land should, having regard to the criteria adopted by Isaac Regional Council, have been included in another of the categories listed, you may object against the categorization of this land by posting or lodging with Isaac Regional Council, a notice of objection in the prescribed form within thirty (30) days of this date.
- The only ground on which you may so object is that your land should, having regard to the criteria adopted by Isaac Regional Council, have been included in some other category.
- That the posting or lodging of an objection with Isaac Regional Council shall not in the meantime, interfere with or affect the levy and recovery of the rates referred to in the rate notice and:
- That whereby the reason for the decision of Isaac Regional Council, on the objection the land is taken to have been included in another category as at the date of the issue of the rate notice, an adjustment to the amount of the rates levies or as the case may be, the amount of rates paid, shall be made.

Am I entitled to a discount for prompt payment?

Council allows 10% discount on general rates only (with the exception of the QLD State Fire Levy and excess water charges) if all rates and charges are paid by the discount date stipulated on the rating notice.

What can I do if I cannot pay by the due date?

If a payment cannot be made by the due date then a suitable payment arrangement must be made with Council, otherwise legal recovery action may be commenced.

Failure to pay or to make satisfactory arrangements can lead to debt recovery action, possibly resulting in the sale of your property.

Interest Charges

Thirty days following the close of discount, interest will be calculated on a daily basis for amounts outstanding and, charged at the end of the month.

Overdue rates and charges incur interest at a rate of 11% per annum.

Changing address or debtor details?

To assist in the receipt of your important mail in a timely manner, please ensure that Council is aware of your correct postal address. Change of address needs to be advised in writing.

Am I entitled to receive Pensioner Concessions?

To alleviate the impact of rates and charges on approved pensioners, Council shall provide concessions of 30% on general rates, water, sewerage and refuse charges (but not the QLD State Fire Levy or excess water charges) in addition to the State Pensioner Subsidy. The concession shall be available to eligible pensioners in addition to the settlement discount.

To be eligible for Council subsidy pensioners must meet the following criteria:

- Concessions are only available to approved pensioners who are in receipt of a pension from the Commonwealth Government.
- An approved pensioner is one who is and remains an eligible holder of a Queensland 'Pensioner Concession Card' issued by the Department of Social Security of the Department of Veterans Affairs, or a Queensland Repatriation Health Card – for all or specific conditions issued by the Department of Veterans Affairs.
- The approved pensioner must be the owner or life tenant of the property that is his/her principle place of residence. In cases of co-ownership, Council will only apply rates and charges to the approved pensioner's proportionate share of the gross rates and charges.
- The Claimant must be a resident of the Council district on the first day in July in the financial year in which the benefit is being claimed. Pensioners taking up residence after that date will be eligible for a pro-rata concession based on the number of days in residence.
- The concession is only available to claimants who reside in a structure which has been approved by Council to be a habitable dwelling, and/or in receipt of Council services.
- Pensioner concession is not available on income producing properties and applies to urban or rural residential lands. The Chief Executive Officer may, at his discretion extend this concession to rural land in exceptional circumstances where the primary land use is code 02 (Single Dwelling Unit) or 05 (Large Home Site Dwelling) as determined by the Department of Environment and Resource Management.

A pensioner's eligibility shall be confirmed through the Centrelink Customer Service in all circumstances.

How can I pay my rates?

In person



Isaac Regional Council Rates Brochure

Make your payment at any Council Office within the region from 8.45am to 5.00pm Monday to Friday (opening times may vary between offices) using a range of payment options including: cheque, cash, money order, credit card, BPAY or EFTPOS.

Prepayments

The smarter way to pay your rates. Pay in advance to ensure you qualify for prompt payment discount. For an application contact your local Council Office on 1300 ISAACS (1300 472227) or visit Council's website.

Mail

Post a cheque, money order or your credit card details with the payment slip from your rates notice to:

Isaac Regional Council
PO Box 97
MORANBAH QLD 4744

Telephone

Simply call 1300 ISAACS (1300 472227). Have your Visa or MasterCard and rates notice on hand.

This service may not be available from all offices.

Cheques and Money Orders

Cheques and money orders should be made payable to Isaac Regional Council. Acceptance of a cheque, and issue of a receipt, is conditional on collection of the proceeds and until collection, no credit is given or implied. Property owners will be liable for any dishonoured fees and discount will be lost where cheques are dishonoured and not rectified prior to the discount date.

Installments

Council offers ratepayers an installment scheme.

Installment schemes are available when it benefits both the individual and assists with the collection of overdue rates and charges.

A request must be made to Council to pay rates through the installment scheme. Acceptance of a Request to Pay by Installment will not affect interest which will continue to accrue at the rate determined in the policy statement.

Council shall retain the right to take legal action to recover outstanding rates (arrears) if deemed necessary.

For further information regarding Isaac Regional Council Rates please contact your local Council Office on:

1300 ISAACS (1300 472 227)

Or alternatively visit your nearest Council Office at the following locations:

Clermont Office

Cnr Karmoo and Daintree Streets
CLERMONT QLD 4721
Ph: (07) 4983 1133
Fax: (07) 4983 2978

Dysart Office

Shannon Crescent
DYSART QLD 4745
Ph: (07) 4958 1166
Fax: (07) 4958 2188

Glenden Office

Ewan Drive
GLENDEEN QLD 4743
Ph: (07) 4958 9266
Fax: (07) 4958 9479

Middlemount Office

Shopping Centre
MIDDLEMOUNT QLD 4746
Ph: (07) 4981 2800
Fax: (07) 4981 2888

Moranbah Office

Grosvenor Complex,
Batchelor Parade
MORANBAH QLD 4744
Ph: (07) 4941 4500
Fax: (07) 4941 8666

Nebo Office

10 Reynolds St
P.O. Box 21
NEBO QLD 4742
Ph: (07) 4949 4100
Fax: (07) 4950 5245

St. Lawrence - Council Chambers

36 Macartney Street
ST LAWRENCE QLD 4707
Ph: (07) 4964 5400
Fax: (07) 4964 5444

OR

visit www.isaac.qld.gov.au



Isaac... the Region of first choice.