

Rates and Charges 2020/21

Information Supplement to Rates Notice

GENERAL RATES (NOTICE OF CATEGORISATION PER LOCAL GOVERNMENT REGULATION 2012, CHAPTER 4, PART 5)

Differential Rating Categories Whitsunday Regional Council (Council) uses Differential Rating Categories to levy rates. Rates are levied as a "rate in the dollar" of the unimproved value of the land, as determined by the Department of Local Government. Minimum rate provisions apply.

Category No.	Category Description & Criteria	Rate in the Dollar	Minimum Annual Rates (\$)
1	Residential Owner-occupied A: Land used for an Owner-occupied single residential dwelling having a Rateable Value between \$0 to \$300,000, inclusive.	0.01199	948.00
2	Residential Owner-occupied B: Land used for an Owner-occupied single residential dwelling having a Rateable Value equal to or greater than \$300,001.	0.00803	3,598.00
3	Residential A: Land used for, or capable of being used for a single residential dwelling having a Rateable Value between \$0 to \$300,000, inclusive.	0.01395	1,089.00
4	Residential B: Land used for, or capable of being used for a single residential dwelling having a Rateable Value equal to or greater than \$300,001.	0.01188	4,185.00
5	Owner-occupied Flat or Unit A: Land used for a single Owner-occupied Community Title Unit dwelling having a Rateable Value between \$0 to \$150,000, inclusive.	0.01789	1,070.00
6	Owner-occupied Flat or Unit B: Land used for a single Owner-occupied Community Title Unit dwelling having a Rateable Value equal to or greater than \$150,001	0.01059	2,683.00
7	Multiple Dwellings A: Land used or capable of use for Community Title Units, multiple dwellings, Bed & Breakfast or flats having a Rateable Value between \$0 to \$150,000, inclusive.	0.01920	1,177.00
8	Multiple Dwellings B: Land used or capable of use for Community Title Units, multiple dwellings, Bed & Breakfast or flats having a Rateable Value equal to or greater than \$150,001.	0.01225	2,880.00
9	Commercial Water Supply: Land used for the purposes of and incidental to commercial water delivery and drainage associated with the Burdekin River Irrigation Project, Eungella – Collinsville Water Supply Scheme and Peter Faust Dam Water Supply Scheme.	0.12750	2,000.00
10	Commercial Power Generation: Land used for and incidental to the generation and distribution of energy.	0.60000	300,000.00
11	Bulk Port: Land contained within the area prescribed by the Port of Abbot Point Land Use Plan (gazetted 15/4/11) presently used, or capable of being used, for the purpose of and incidental to: (a) the bulk handling, storage & distribution of coal; and (b) any other major port industry activity.	0.17000	250,000.00
13	Salt Manufacturing: Land used for the purposes of and incidental to the making and extraction of salt.	0.08500	10,000.00
14	Sugar Mill: Land used for sugar manufacture and associated processes.	0.21147	136,820.00
15	Commercial Shopping Centres A: Land used as a shopping centre or retail warehouse with a gross floor area between 1,500 and 8,000 square metres and more than 30 on-site car parks.	0.02745	8,710.00
16	Commercial Shopping Centres B: Land used as a shopping centre or retail warehouse with a gross floor area greater than 8,000 square metres and more than 150 on-site car parks or more.	0.01868	93,290.00
17	Commercial & Industry A: Land used for, or capable of being used for, commercial or industrial purposes not included in categories 9 to 16 having a Rateable Value between \$1 to \$1,500,000, inclusive.	0.01327	1,300.00
18	Commercial & Industry B: Land used for, or capable of being used for, commercial or industrial purposes not included in categories 9 to 16 having a Rateable Value equal to or greater than \$1,500,001.	0.01427	19,560.00
19	Sugar Cane: Land used primarily for sugar cane farming.	0.02745	1,340.00
20	Rural Grazing: Land used for grazing and incidental purposes and vacant rural land.	0.01016	1,340.00
21	Rural Agricultural & Other Rural Uses: Land used for agricultural and other rural uses including incidental purposes not included in categories 19 and 20.	0.02642	1,340.00
22	Coal Mining A: Land used for the purposes of and incidental to the extraction of coal outside a radius of 50 kilometres of a major township in the Whitsunday Regional Council area.	0.43000	15,000.00
23	Coal Mining B: Land used for the purposes of, and incidental to, the extraction of coal within a radius of 50 kilometres of a major township in the Whitsunday Regional Council area having a Rateable Value between \$1 and \$1,000,000.	0.77000	50,000.00
24	Coal Mining C: Land used for the purposes of and incidental to the extraction of coal within a radius of 50 kilometres of a major township in the Whitsunday Regional Council area having a Rateable Value equal to or greater than \$1,000,001.	0.27500	860,000.00
25	Gold Mining: Land used or intended to be used for the purpose of and incidental to a large scale gold or other metal mining operation capable of accommodating 100 or more employees and/or contractors.	0.67200	150,000.00
26	Mining/Extractive Other: Land used or capable of being used for the purposes of and incidental to mining or extractive activities and not included in Categories 22 to 25.	0.04004	1,210.00
27	Workers Accommodation, Barracks or Quarters A: Land used for providing intensive accommodation (other than for the ordinary travelling public) in rooms, suites or caravan sites specifically built or provided for this purpose. Land within this category contains between 50 and 200 such rooms, suites or caravan sites and is commonly known as "workers accommodation", "single person's quarters", "work camps", "accommodation village" or "barracks".	0.42500	35,000.00
28	Workers Accommodation, Barracks or Quarters B: Land used for providing intensive accommodation (other than for the ordinary travelling public) in rooms, suites or caravan sites specifically built or provided for this purpose. Land within this category contains between 201 and 450 such rooms, suites or caravan sites and is commonly known as "workers accommodation", "single person's quarters", "work camps", "accommodation village" or "barracks".	0.50000	165,000.00
29	Workers Accommodation, Barracks or Quarters C: Land used for providing intensive accommodation (other than for the ordinary travelling public) in rooms, suites or caravan sites specifically built or provided for this purpose. Land within this category contains between 451 and 800 such rooms, suites or caravan sites and is commonly known as "workers accommodation", "single person's quarters", "work camps", "accommodation village" or "barracks".	0.80000	190,000.00
30	Workers Accommodation, Barracks, Quarters D: Land used for providing intensive accommodation (other than for the ordinary travelling public) in rooms, suites or caravan sites specifically built or provided for this purpose. Land within this category contains more than 800 such rooms, suites or caravan sites and is commonly known as "workers accommodation", "single person's quarters", "work camps", "accommodation village" or "barracks".	0.85000	400,000.00
31	Island Resort Band A: A Resort Island with fewer than 100 accommodation units.	0.03209	9,760.00
32	Island Resort Band B: A Resort Island with 101 to 250 accommodation units.	0.02629	39,270.00
33	Island Resort Band C: A Resort Island with 251 to 600 accommodation units.	0.03982	91,460.00
34	Island Resort Band D: A Resort Island with more than 600 accommodation units.	0.05893	146,330.00
35	Marina A: A Marina with 75 to 150 berths.	0.01209	18,050.00
36	Marina B: A Marina with more than 150 berths.	0.03758	35,480.00
37	Other Properties not Elsewhere Included: All other properties not otherwise categorised.	0.01509	1,170.00
38	Maritime Terminal: Land used for a mainland maritime terminal to transfer people to and from islands and resorts in the Whitsunday Region and catering for an average of more than 100,000 passengers a year.	0.11897	37,310.00
39	Solar Farm A: Land used or intended for use, in whole or part as a Solar Farm with output capacity not exceeding 100MW.	0.07600	45,000.00
40	Solar Farm B: Land used or intended for use, in whole or part as a Solar Farm with output capacity not lower than 100MW but equal to or not exceeding 200MW.	0.30000	150,000.00
41	Solar Farm C: Land used or intended for use, in whole or part as a Solar Farm with output capacity exceeding 200MW.	0.60000	300,000.00
42	Aquaculture: Land used or intended for use, in whole or in part, for the purposes of or incidental to aquaculture activities	0.03000	10,000.00

Rate Notices will be issued in two six monthly levies in July/August 2020 and January/February 2021.

Please refer to your rate notice for the Category of your property.

Objections Against Categorisation

The rating category in which a land is included is determined by the Chief Executive Officer (or delegate) of Council.

Property owner(s) have the right to object to the categorisation of their land by giving a notice of objection, within thirty (30) days after the date of issue of the Rate Notice. Objection forms can be downloaded from Council website. The sole ground on which an owner may object is that, having regard to the criteria decided by the Council by which rateable land is categorised, the land should have been included, as at the date of issue of the Rate Notice, in another rating category.

Giving notice of objection will not, in the meantime, affect the levy and recovery of rates. Rates must be paid by the due date to be eligible for the discount and to avoid interest on overdue rates. If the rating category of your land is changed due to the objection, an adjustment of rates will be made by the Council.

Owners may appeal Council's decision by filing an appeal notice in the Land Court Registry, within forty-two (42) days after the day that the owner received notice of the decision.

Owner-occupier Status

To be categorised in the residential Owner-occupied rate categories, the ratepayer must submit an application for the property which is the ratepayer's principal place of residence. Owner-occupier Status is reflected in the General Rate Categories 1, 2, 5 & 6. If you would like an application form, please contact Council or visit our website.

WASTE UTILITY CHARGES

Domestic Garbage Charge

A Domestic Garbage Charge of \$265.00 per service per year is levied for each residential lot per separately surveyed parcel of land or domicile upon the parcel (whichever is higher) in the areas identified on the declared services area map Whitsunday Region Domestic Garbage & Recycling Waste Collection Areas (available on Council web site).

Domestic Recyclable Waste Charge

A Domestic Recyclable Waste Charge of \$156.00 per service per year is levied for each residential lot per separately surveyed parcel of land or domicile upon the parcel (whichever is higher) in the areas identified on the declared serviced area map Whitsunday Regional Domestic Garbage & Recyclable Waste Collection Areas (available on Council web site).

Refuse Facility Charge

A Refuse Facility Charge of \$133.00 per rateable assessment per year is levied for assessments outside the declared services area map Whitsunday Regional Domestic Garbage & Recyclable Waste Collection Areas (available on Council website).

Household domestic waste can be disposed of at refuse sites and transfer stations at no further cost.

Where a ratepayer has independent facilities for refuse collection & disposal on their own property and the ratepayer can identify amounts paid for the facilities concerned, Council will provide a rebate to the ratepayer of the Refuse Facility Charge for the rating period. Application must be made in writing to Council (Attn: Manager Waste), with documentary evidence attached. The status of properties not being charged the Refuse Facility Charge will be reviewed every three years.

WATER UTILITY CHARGES

Water charges are levied on a bi-annual basis using a Two-part Tariff consisting of a fixed Access Charge and a variable Water Consumption Charge (based on the quantity of water used, as measured by the water meter), as the default tariff.

Residential water customers can elect to be charged under an alternate Allocation Tariff (consisting of a fixed Allocation Charge and a variable Excess Water Consumption Charge). Residential customers who wish to be charged under the Allocation Tariff should indicate their preference using the Water Tariff Preference Indication Form (available on Council website) by 31 July 2020.

Two-part Tariff: Water Access Charge

The Water Access Charge will be charged on all land, whether vacant or occupied, and whether rateable or not, which is passed by a water main intended as a source of supply, as defined in the Whitsunday Area Water Supply Scheme Maps (available on Council website), as well as to land outside the said scheme that are connected to and supplied by the scheme.

Item	Definition	Annual Charge
1	Assessments with Multiple Parcels - Assessments with a Differential Rating Category of 1,2,3,4,5,6,7 or 8 with more than one separately surveyed parcels of land with one parcel having a metered connection.	\$590.00 (per metered connection) plus \$303.00 (per vacant lot)

Item	Definition	Annual Charge
2	Land (no meter connected) - All land, whether vacant or not, with no metered connection not included in any other item.	\$590.00 (per separately surveyed parcel of land)
3	Residential - Assessments with a Differential Rating Category of 1,2,3,4,5,6,7 or 8 excluding assessments identified in item 1 and excluding multi-unit residencies (flats, other multi self-contained residential units).	\$590.00 (per separately surveyed parcel of land or separate domicile, whichever number is higher)
4	Residential Multi-Unit - Rate assessments with a Differential Rating Category of 7 or 8, not included in Item 3.	\$590.00 (first unit or flat or domicile) plus \$443.00 (from the second unit onwards)
5	Rural Land - Rate assessments with a Differential Rating Category of 19,20,21 which have been connected to the Water Supply System.	\$926.00 (per connection)
6	Single Commercial - Rate assessments with a Differential Rating Category of 17 or 37 that are used as a single shop or a single professional office, not included in item 7.	\$590.00 (per connection or improvement)
7	Commercial or Industrial 1 - Rates assessments with a Differential Rating Category of 17,18 (caravan parks only), 37 or 38 not included in item 6, connected to the Water Supply System.	\$1,515.00 (per connection or improvement)
8	Commercial or Industrial 2 - Rate Assessments with a Differential Rating Category of 13 or 42 connected to the Water Supply System.	\$2,370.00 (per connection or improvement)
9	Commercial or Industrial 3 - Rate assessments with a Differential Rating Category of 9,12,14,15,16,22,23,25, 26,31,32 or 35 connected to the Water Supply System.	\$3,720.00 (per connection or improvement)
10	Commercial or Industrial 4 - Rate assessments with a Differential Rating Category of 10,11,18 (excluding caravan parks), 24,36 or 37 connected to the Water Supply System.	\$9,520.00 (per connection or improvement)
11	Commercial or Industrial 5 - Rate assessments with a Differential Rating Category of 27 or 33, which have been connected to the Water Supply System.	\$14,510.00 (per connection or improvement)
12	Commercial or Industrial 6 - Rate assessments with a Differential Rating Category of 28,29,30,34,39,40 or 41 which have been connected to the Water Supply System.	\$32,620.00 (per connection or improvement)

For multi dwelling properties on a single rate assessment that are not Community Titled and have a common water connection, a charge of one Access Charge plus a multi charge for each additional unit or dwelling will be levied as per Item 4. Where a rate assessment is for multiple parcels, a multi charge is only levied where there is more than one domicile on a single lot.

Only one Access Charge will be applied per combination meter installed on a property to measure high flow and low flow.

Two-part Tariff: Water Consumption Charge

The Water Consumption Charge is levied in two tiers. It is levied for a meter reading period and calculated as follows:

Tier	\$/KI	Definition
1	1.05	up to 1 Kilolitre (KI) per day for billing period
2	1.90	above 1 KI per day

Note: 1 Kilolitre (KI) = 1,000 litres

Where multiple meters are connected to the same property, the first block charge will apply and be charged for each water meter connected to the property.

Allocation Tariff

Only water customers who have indicated their preference to be charged as per the Allocation Tariff by the due date of 31 July 2020, will be eligible to be levied on this basis.

Allocation Tariff: Allocation Charge

Residential properties levied the Allocation Tariff will be entitled to use up to 650 KI of water (Allocated Quantity) per annum for no additional

charge. The Allocated Quantity for multi-unit residential properties will be 650 KI for the first unit and 488 KI for each additional unit.

Item	Definition	Annual Charge
A1	Residential - Assessments with a Differential Rating Category of 1, 2, 3, 4, 5, 6, 7, or 8, excluding vacant land, and multi-unit residences (flats or other multi self-contained residential units).	\$990.00 per separately surveyed parcel of land or separate domicile, whichever is higher
A2	Residential Multi Unit - Rate assessments with a Differential Rating Category of 7 or 8, not included in item A1 above.	\$990.00 for the first unit (or flat or domicile) \$743 per unit (or flat or domicile) from second unit onwards

Allocation Tariff: Excess Water Consumption Charge

\$/KI	Definition
5.60	For consumption in excess of Allocated Quantity

Meter Reading and Billing Cycles

Water meters will be read approximately every six (6) months, usually scheduled for the months of December and June.

Water Notices will be issued following each meter reading, for water used since the previous meter reading, as measured by the water meter. Failure to pay the Water Notice by the Due Date for Payment will attract the same interest charges as those applying to General Rates. No discount shall apply to Water Consumption and Excess Water Consumption charges.

SEWERAGE UTILITY CHARGES

Sewerage Utility Charges apply to all land and/or premises within the sewer serviced areas as per the Whitsunday Area Sewerage Scheme maps (available on Council website).

Charges are levied per pedestal, sewage disposal unit or 600mm length of urinal or part thereof in non-residential premises and each area capable of separate occupation in residential premises.

Property Type	Annual Charge	
	Shute Harbour	All Other Locations
1. Vacant Land	\$698.00	\$634.00
2. Residential	\$896.00	\$845.00
3. Residential Multi-Unit (per unit)	\$896.00	\$845.00
4. Hotels, Hostels & Boarding Houses (per set of 5 beds)	\$1,792.00	\$1,690.00
5. Non-residential (per pedestal or 600mm of urinal)	\$896.00	\$845.00

OTHER LEVIES

Emergency Management Fire & Rescue (EMFR) Levy

Council collects a State Government Emergency Management Fire & Rescue Levy (EMFR) which is applied to all properties within the whole region. This charge extends to all rateable properties in accordance with the Fire and Emergency Services Act 1990. All amounts collected through this levy are forwarded to Queensland Fire & Emergency Services.

Rural Fire Service Levy

A special charge will be levied on all rateable assessments in the Rural Fire Brigade areas of Gloucester, Conway, Cannon Valley, Bowen Delta and Heronvale, as per table below, for the purpose of offsetting the cost of the ongoing operation and maintenance of the Rural Fire Brigades. All amounts collected through this levy are forwarded to the respective Rural Fire Brigades.

Rural Fire Brigade Area	Levy
Gloucester	\$15.00
Conway	\$20.00
Cannon Valley	\$25.00
Bowen Delta	\$20.00
Heronvale	\$20.00

DISCOUNTS, SUBSIDIES & CONCESSIONS

Timely Payment Discount

A discount of 5% is provided (calculated on the current rates and charges) when the whole of the rates and charges, together with any arrears including interest, in respect of the assessment are fully paid within 40 days of the Rate Notice. Discount does not apply to the EMFR Levy, Rural Fire Levy or the Water Consumption Charge.

If payment is made through any of Council's agencies (Australia Post, BPAY, telephone or internet) please allow at least 48 hours for the transfer of funds to Council. For discounts to apply, payment must be received at a Council customer service centre or credited to Council's bank account no later than 4:45pm on the due date for payment.

Pensioner Subsidy

Council recognises that certain types of pensioners have contributed rates over a period of time and should be afforded a concession where their ability to pay is restricted by limited and/or fixed income and the property is their principal place of residence.

To address this situation, Council has adopted a pensioner remission policy which grants pensioners a remission on General Rates & Utility Charges of 30% (excluding the Domestic Recyclable Waste Charge and Water Consumption Charge) to a maximum of \$350.00 per year, plus an additional 30% subsidy on the Domestic Recyclable Waste Charge for those pensioners who are subject to that charge. The State Government's Pensioners Remission is also 20% of the rates & charges (excluding Water Consumption Charge) to a maximum of \$200.00 per year.

Qualification is dependent upon the type and amount of pension detailed in the Pensioner Rates Subsidy Policy (available on Council website). For application forms, visit Council website.

Hardship Relief for Overdue Rates & Charges

Ratepayers who are unable to remit their payment by the Due Date are urged to contact Council to discuss their circumstances. Failure to address the rates arrears will result in the instigation of legal proceedings for the recovery of the arrears, the costs of which will be charged to the ratepayer.

Council may, at its discretion allow concessions or remissions if it is of the opinion that some unusual and serious circumstances exist for owner-occupied and not-for-profit organisations, which may prevent payment within the appointed time or otherwise delay the payment of rates and charges as they fall due. This usually takes the form of allowing extra time for the ratepayer to make the payments on an agreed payment schedule.

Applicants for concession or remission should be able to demonstrate unusual and severe difficulty rather than the usual frustration and trial to which everyone is subjected to, from time to time. The nature of these arrangements is determined on a case-by-case basis in keeping with the Rate Relief due to Hardship Policy (available on Council website).

Concessions for Concealed Leaks

In instances where an assessment has been subject to an unusually high Water Notice due to a leak that is not readily identifiable, and the unusually high water bill is likely to cause Hardship, relief may be available in keeping with the Concession for Concealed Leaks Policy (available on council website).

Concessions for Community Organisations

Council acknowledges the contributions made by various community and sporting organisations throughout the region by way of granting a donation to such organisations to cover all or part of Council rates. Council has adopted the policies "Donations & Concessions for Not-for-profit Organisations – Rates" and "Donations for Not-for-profit Organisations – Affordable Housing" (available on Council website).

These policies allow for a donation or concession as financial assistance, equivalent to a percentage of the nett rates and charges, subject to compliance with specified criteria.

PAYMENT OF RATES & CHARGES

Due Date for Payment

All rates and charges will fall due for payment forty (40) days from the date of issue of the notice relating to the Rates & Charges.

Interest on Overdue Rates & Charges

Interest at the rate of 8.53% per annum, compounding daily, will be charged on overdue rates that remain unpaid past the Due Date for Payment specified on the respective notice, in keeping with Interest on Overdue Rates Policy (available on Council website).

Periodic Payments

Ratepayers may elect to pay their Rates & Charges on a more frequent periodic basis (rather than twice yearly). This may be done in advance or over the course of the half yearly period. If some of the payments are made after the Due Date for Payment, overdue interest will be applicable on the payments made after the Due Date. Periodic payment arrangements need to be renewed each year.

Change of Ownership Fee

When you purchase a property, your details are registered in the Queensland Titles Office as the property owner. This information is also forwarded to Council, and you will be recorded as the registered property owner on Council's records. Council charges a fee to register this information. A charge of \$75.00 will be levied with your first Rate Notice or Supplementary Notice.

Prepayment of Rates & Charges

Property owners wishing to pre-pay their Rates and/or Charges are encouraged to do so. Advance payments can be made at any time. The half yearly Rate Notice will reflect the balance owing at the time of issue. Contact customer service for further information regarding payments in advance.

Credit Card Payment Charge

All payments made using a credit card will be subject to an extra charge of 0.5% of the amount being paid. Acceptance of credit cards will be limited only to Visa and MasterCard. All debit cards will be accepted and will not attract any extra charges.

HOW TO PAY RATES & CHARGES



INTERNET – Visit www.whitsundayrc.qld.gov.au and follow the links to pay with your debit card or credit card (**extra 0.5% charge applies**). Please allow 48 hours for processing of your payment.



BPAY – Council rate notices include Council's 'Bill Code' and a 'Customer Reference Number' should you wish to utilise phone or internet banking under arrangement with your financial institution. A minimum transaction limit of \$1.00 applies and a maximum transaction limit of \$100,000 applies. Please allow 48 hours for delivery of your payment.

BPAY VIEW - Notices delivered to the ratepayers online banking account. Contact your financial institution to register. For more information go to www.bpay.com.au



BY POST – Post a cheque together with the tear off portion from your rates notice (essential for proper allocation of payment) to PO Box 104, Proserpine, QLD 4800. Please allow sufficient time for mail delivery and clearing of cheque.



AUSTRALIA POST – Pay in person at any post office, phone 13 18 16 or go to www.postbillpay.com.au Please allow 48 hours for processing of your payment.



IN PERSON – Make a payment with EFTPOS – debit card, credit card (**extra 0.5% charge applies**), cash or cheque at any of Council's Customer Service Centres.



DIRECT DEBIT – A direct debit authority is available for download from Council's website. Completion and lodgement of this authority will allow Council to automatically debit your nominated bank account with a predetermined amount on a periodic (weekly, fortnightly, monthly) basis or in full when due for Rates & Charges; or on a monthly basis or in full when due for Water Consumption Charges on dates designated by Council.

Please note if you have an existing direct debit in place, this will continue unless Council is advised otherwise in writing.

NOTICE TO PURCHASERS OF RURAL LAND

Council supports the right of persons to carry out reasonable and practicable agricultural uses and practices on land in rural areas in accordance with the relevant Planning Scheme and associated legislation.

Intending purchasers are advised that reasonable and practicable rural and agricultural uses of land may include some off-site impacts from activities such as logging and milling of timber, livestock feed lots, piggeries, dairies, intensive livestock, clearing and cultivation of land, bushfire hazard reduction burning, construction of firebreaks, construction of dams, drains and contour banks, fencing, use of agricultural machinery (tractors, chainsaws, quad/motor bikes etc) including machinery and equipment used in the harvesting and transport of sugar cane on roads and railways around the clock in all weather conditions, pumping and irrigation, herbicide and pesticide spraying, aerial spraying, animal husbandry practices, driving livestock on roads, silage production, construction of access roads and tracks, slashing and mowing vegetation, and planting of wood lots.

Intending purchasers of land in rural areas should consider the impacts that would occur before purchase of land.

Intending purchasers are also advised that unformed roads, on-site sewage treatment facilities and self-provided domestic water supplies are standard in many rural areas. Upgrading of these facilities to an urban/town standard is generally unlikely. On-site sewage treatment facilities need to be registered with Council and serviced on a regular basis in keeping with operational and regulatory requirements.

CONTACT DETAILS

Councillor Contact Details

Mayor	Cr Andrew Willcox	0458 442 323
Division 1	Cr Jan Clifford	0412 721 969
Division 2	Cr Al Grundy	0417 588 248
Division 3	Cr John Collins (Dep. Mayor)	0429 059 726
Division 4	Cr Michelle Wright	0417 121 010
Division 5	Cr Gary Simpson	0439 631 272
Division 6	Cr Mike Brunker	0419 708 351

Council Service Information

Customer Service Centres

Bowen: 67 Herbert Street, Bowen

Proserpine: 52 Main Street Proserpine (83 - 85 Main Street Proserpine after October 2020)

Cannonvale: Shop 23, Whitsunday Plaza, 8 -28 Galbraith Park Drive, Cannonvale

Collinsville: Cnr Stanley and Conway Streets, Collinsville

Phone: 1300 972 753 (1300 WRC QLD)

Office Hours: 8:15am – 4:45pm Monday - Friday, excl. Public Holidays

Postal: PO Box 104, Proserpine QLD 4800

Email: info@whitsundayrc.qld.gov.au

Website: www.whitsundayrc.qld.gov.au

Disclaimer: This is only an information supplement and is not the authoritative document on the levying of Rates & Charges. Rates & Charges are levied based on the resolutions adopted by Council and in keeping with the Revenue Statement. If there is a conflict between what is stated in this document and the Council resolutions, the Council resolutions will prevail.