

# Fact Sheet

## Important Rating & Pension Information

### Rate Notices

Rate Notices are issued quarterly in:

> July > October > January > April

Redland City Council provides essential services including roads, water, sewerage, and rubbish collection, maintenance of parks, public open spaces and libraries.

A rate notice may consist of the general rate, utility charges, separate charges and water consumption. The general rate is calculated using the land valuation provided by the Queensland Government Department of Resources. Utility and Separate charges are determined at Council's Annual Budget Meeting.

### Change of Details

Any change of details must be advised by the registered owner of the property by any of the following methods.

- ❖ **Phone:** (07) 3829 8999
- ❖ **Postal Address:** PO Box 21, Cleveland QLD 4163
- ❖ **Council's Website:** [www.redland.qld.gov.au](http://www.redland.qld.gov.au)
- ❖ **MyServices:** register via Council's Website
- ❖ **Email:** [rcc@redland.qld.gov.au](mailto:rcc@redland.qld.gov.au)
- ❖ **In person** at Council's Customer Service Centres  
Cleveland, Capalaba and Victoria Point

### Receive your Rate Notice by email

Log on to Council's website or contact Council to advise the Customer Service Consultant of your email address.

### Payment Options

- ❖ **Advanced Payments**  
Payments can be made in advance on your rate account.
- ❖ **In Person** Council's Customer Service Centres  
Cleveland - Monday to Friday, 8.30am to 4.30pm  
Capalaba - Monday to Friday, 8.30am to 4.30pm  
Victoria Point- Monday to Friday, 9.00am to 5.00pm
- ❖ **Australia Post** (min payment of \$50.00 applies)

- ❖ **BPAY** – Council's Biller Code (**53058**) and your reference number shown on your rate notice or letter.
- ❖ **Direct Debit** – complete a form from Council's website or collect from any of Council's Customer Service Centres.
- ❖ **By Phone (Visa & MasterCard) –**  
Ph. **1300 300 943** (24hrs, 7days a week). The reference number as shown on your rate notice or letter.
- ❖ **Payment on-line (QuickPay) or log in to MyServices** via Council's website:
- ❖ **Post (within Australia)** – cheque, credit card authority or money order mailed to Redland City Council.
- ❖ **Overseas Payment** – payment by bank draft is required in AUD\$ payable to Redland City Council.
- ❖ **Centrepay** – is a voluntary bill-paying service which is free for Centrelink customers. You can start or change a deduction at any time. The quickest way to do it is through your Centrelink account online. When utilising this payment method you will require Council's **CRN 555-052-852-C** and your **Property Number** as it appears on your rate notice.

### Overdue Rates and Interest

Rates and charges are to be paid by the due date. Interest is charged on overdue rates, compounded daily until paid in full. For more information, please refer to Council's website.

### Difficulty paying your Rates

If you are experiencing difficulties paying, please contact our office to discuss your options.

### Online Services

- ❖ Check Rates balances and payments
- ❖ View your property details
- ❖ Print copies of your rate notices
- ❖ Register to receive your rate notice by email
- ❖ Water consumption estimator
- ❖ Renew your animal registration

## Pensioner Rate Concessions

### Council Pensioner Rate Rebate and State Government Subsidies

Please note that Pensioner Concessions are only available on receipt of a completed application form that must be signed and dated by each applicant applying for Pensioner Rate Concessions.

A new application form is to be submitted to Redland City Council each time the applicant purchases a new property. Pensioner Rate Concessions are not transferable between Councils.

Approved pensioners in Redland City may be eligible for a Council Rebate and/or Queensland Government Subsidies if requirements are met as below;

### Eligibility Requirements

To be eligible for the rebate, applicants must meet the requirements for the Council Pensioner Rate Rebate and the State Government Subsidies as below;

- ❖ Be the holder of a valid and current Pensioner Concession Card from either Centrelink or Department of Veteran Affairs or a Gold Card from Department of Veteran Affairs.
- ❖ Be the registered owner or life tenant\* of the property, which is your principal place of residence for which the rebate is being claimed.
- ❖ *\*A life tenancy can only be created by a valid will and is effective only after the death of the property owner, or by a Supreme or Family Court order.*

### Rebate and Subsidies granted

- ❖ Maximum rate of pension  
(100% of full rebate) \$335.00 per annum
- ❖ Part rate of pension  
(50% of full rebate) \$167.50 per annum
- ❖ Council rebate is paid according to the proportionate share of the property ownership of the pensioner applicant.
- ❖ Where the property is owned by a husband and wife or a defacto couple in a spousal relationship (gender not relevant), and only one partner is eligible for concessions, the State Government Subsidies are paid at the maximum rate.

The State Government Subsidies are 20% of gross rates and charges to a maximum of \$200 per year. Additional subsidies are granted of 20% on the state government's emergency management levy and \$120.00 (*per annum*) on water usage.

### How to Apply

To complete the Pension Concession Application, applicants can:

- ❖ Visit [Council's website](#) to complete the online application form;
- ❖ Apply in person at any of Council's Customer Service Centre's; or
- ❖ Obtain an application form via [Council's website](#).

Completed application forms can be emailed or posted to:

- ❖ **Email:** [rcc@redland.qld.gov.au](mailto:rcc@redland.qld.gov.au)
- ❖ **Post:** Redland City Council  
PO Box 21  
Cleveland QLD 4163

Each application must include a photocopy (*front and back*) of the valid Pensioner Concession Card, Gold Card or a digital wallet card sighted at one of Council's Customer Service Centres. This is a requirement for each applicant.

Please note Pensioner Concessions are subject to verification with Centrelink and the Department of Veterans Affairs. If this verification is not conclusive we will contact you.

If approved, the Pension Concessions will show on your quarterly rate notice. If your pension status changes, you are required to inform Council of these changes immediately.

### Change of Ownership Fee

A change of ownership fee is applicable for recording a property transfer on Council's records.

There are exemptions to this fee which are listed on the Change of Ownership Fee Exemption application form. If you believe you may be eligible for an exemption, complete an exemption form available from Council's website and return by post, email or in person at any of Council's Customer Service Centres.

### Further Information

If you require further information, contact Council's Customer Service Centre on (07) 3829 8999.