QPRC

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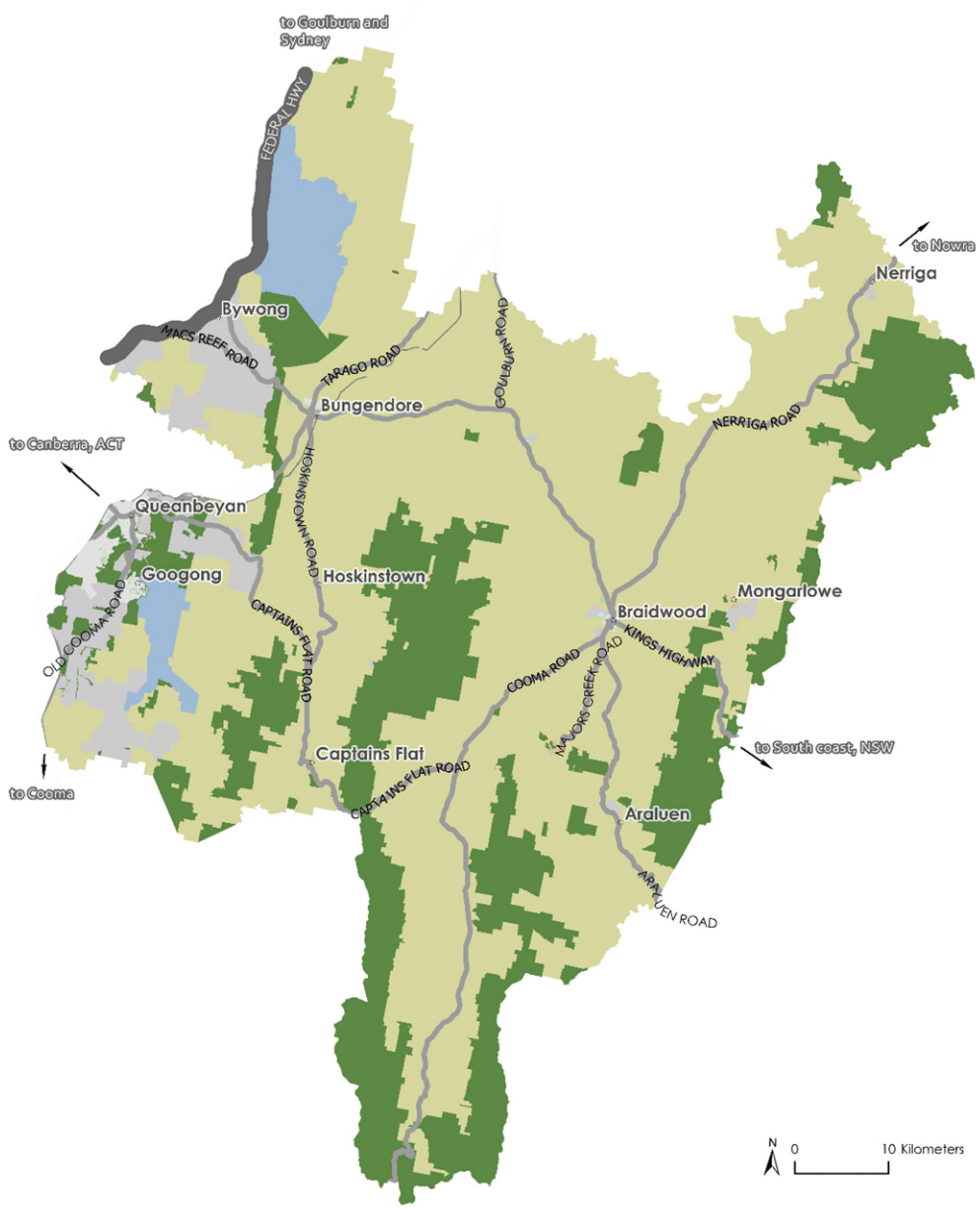
Queanbeyan–Palerang Regional Council

Statement of Revenue Policy 2024–25



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Statement of Revenue Policy

The Revenue Policy explains how Council funds each activity it is involved in, and why. Council provides a large number of distinct services and programs to its communities and it is required to undertake these services in a financially prudent and sustainable way. Revenue sources include rates, annual charges, fees, grants and contributions.

In considering its Revenue Policy, Council aims to strike a balance between the need to provide a level of service that meets community and legislative requirements, whilst maintaining general rates at an affordable and predictable level over the long term. The Long Term Financial Plan[1] sets out how Council is planning to do this.

The Revenue Policy is more than Rates and Annual Charges, it also drives the policy direction for the ongoing review of service levels and community outcomes against the cost of services and the appropriate source of funding. Council's Pricing Policy aims to provides transparency over the decision to distribute the cost of services to ratepayers, and the level of cost recovery through direct user charges.

2024-25 KEY IMPACTS

Rates notices in July 2024 will be affected by these main factors. The overall change has been reviewed and the detail of the total rates notice impact on typical properties across the local government area is reported in the appendix of this report.

1. Council's total rates income for the year will be increased by the Special Rate Variation of 18%, inclusive of the rates peg of 4.5% allowed by the Minister for Local Government. Council's Special Rate Variation application was approved by IPART on 15 June 2023[2].

   The 18% rate variation is not the amount that each individual rates assessment can increase, but the increase in the total general rates income that Council receives.

2. The additional pensioner rebate of $40 will be continued for all pensioners in the Local Government Area. This brings the total maximum pensioner rebate to $465 for pensioners in QPRC with general, water and sewer rates and annual charges.
3. The annual charge of the Palerang Water Supply Scheme will increase by 15.6%, being the amount that was set by the adoption of the 2020 Integrated Water Cycle Management Plan.

[1] Long Term Financial Plan, https://www.qprc.nsw.gov.au/Council/Council-Business/Budgets-and-Planning

[2] IPART Determination – QPRC SRV Application, https://www.ipart.nsw.gov.au/documents/lg-determination/lg-determination-queanbeyan-palerang-regional-council-special-variation-application-2023-24

4. The annual charge of the Queanbeyan Sewerage Scheme will increase by 6.5%, being the amount that is required for the major upgrade and expansion of the Queanbeyan Sewage Treatment Plant.
5. Other annual charges will be increased by 4.5%.
6. Discretionary user fees and charges will be increased by a base level of 4%.

SPECIAL RATE VARIATION

Council applied for a Special Rates Variation of 18% per year for three years for 2023/24, 2024/25 and 2025/26.

Council's previous Delivery Program, Operational Plans and Long Term Financial Plans have all signalled the need for a Special Rate Variation, that was originally identified through the Financial Strategy adopted by Council in 2017. Council's ongoing General Fund deficit had been $20.6M per annum. For Council's financial sustainability and to avoid a risk of unplanned service reduction, this had to be addressed.

On 8 February 2022, Council resolved:

That Council:

1. *Accept the Community Engagement Report and noting the considerable feedback and participation at meetings thank the community for their involvement.*
2. *Adopt the draft revised Long Term Financial Plan, as exhibited.*
3. *Adopt the amendments to the 2022-26 Delivery Program, as exhibited.*
4. *Lodge an application with the Independent Pricing and Regulatory Tribunal for a Special Variation as outlined in Scenario 2 in the Long Term Financial Plan, for a permanent rate increase of 18% each year for 3 years, inclusive of the rate peg. This amounts to a cumulative rates increase of 64.3%.*
5. *Conduct a review of the rating structure in 2023-24.*

Council's Special Rate Variation application was approved by the Independent Pricing and Regulatory Tribunal (IPART) on 15 June 2023[3].

[3] IPART Determination – QPRC SRV Application, https://www.ipart.nsw.gov.au/documents/lg-determination/lg-determination-queanbeyan-palerang-regional-council-special-variation-application-2023-24

FUTURE FINANCIAL IMPACTS

Council will ensure that its projected operating revenues are set at a sufficient level to meet its projected operating expenses, and achieve a balanced budget. The 18% Special Rate Variation will continue for three years, and Council will also need to incorporate additional budgetary savings of $5.5m per annum.

Council will be informed by strategic business planning to set future annual charges for water, sewer, waste and stormwater, and has adopted NSW Best Practice Pricing, taking into account the cost of funding the community's long-term infrastructure requirements.

The 2021 Integrated Water Cycle Management Plan (IWCMP) for the Palerang Communities led to a new water and sewer pricing structure that was adopted by Council and that required increased water charges that were applied from July 2021, with an additional price increase to accommodate large capital water network upgrades in July 2024. The next review of the Palerang IWCMP has commenced, and will inform revenue strategy from 2025.

The 2023 IWCMP for Queanbeyan has led to a continuation of the existing water and sewer pricing structure, including the additional increases for users of the Queanbeyan sewer network to pay for the Queanbeyan Sewage Treatment Plant upgrade.

LAND VALUATIONS

The ad valorem component of the rate is calculated with reference to the unimproved land valuations issued by the NSW Valuer General every three years. The proportionate share of rates charged to each assessment is dependent on the land value of the property as compared with all other properties within the same rating category, and the rating structure determined by Council.

The valuation process occurs independently of Council, and is something Council cannot influence. QPRC properties were last revalued in 2022, and the next revaluation is due in 2025 for rating from 1 July 2026 to 30 June 2029.

The NSW Land & Property Information and NSW Valuer General's Office websites contain information on the valuation process and how to request a review/lodge an objection[4].

Increases in land values do not necessarily lead to similar increases in rates, rather, changes to land valuations do cause a redistribution of the rate levied across all properties.

[4] As valuations are provided by NSW Land & Property Information on behalf of the NSW Valuer General who is the statutory independent valuing authority, all enquiries should be directed to NSW Land & Property Information. P: 1800 110 038. E: valuationenquiry@property.nsw.gov.au. http://www.valuergeneral.nsw.gov.au/

REVENUE STRATEGY

Council's Revenue Policy takes into account a number of factors including:

- the benefit or user pays principle – some ratepayers have more access to, make more use of, and benefit more from the council services paid for by rates
- the capacity to pay principle – some ratepayers have more ability to pay rates
- the incentive or encouragement principle – some ratepayers may be doing more towards achieving community goals than others in areas such as environmental or heritage protection and town beautification
- the principle of intergenerational equity –future ratepayers should enjoy the same, or improved standard of infrastructure and services at an equivalent future cost

The 'Narrow the Gap' principle detailed in Council's Financial Strategy aims to progressively map and match asset and service expenses to related revenue sources such that:

- progressive property taxes (ie ad valorem rates based on land valuation), development contributions and asset specific grants cover the cost of maintenance, renewal, upgrade and debt servicing costs of infrastructure;
- community service obligations (CSO) are funded through the fixed component of the general rate (base amount) and general purpose grants;
- additional services to community and business (above the CSO) are funded through fees, charges and specific purpose grants;
- water, sewer and waste infrastructure and services (including attributed corporate costs) are funded by user charges and fees;
- governance and corporate overhead costs are attributed across the asset and service areas.

Through its strategy of matching income and expenses, Council will identify the gap between those costs and revenues and utilise policy measures to improvement alignment through a combination of:

- modifying rates, fees and charges over time
- accessing additional grant funding
- adjusting asset condition and intervention levels
- adjusting levels of service to meet what the community are prepared to pay for.

RATES AND ANNUAL CHARGES REVENUE STRATEGY

Council's objectives in the development of this rates structure are to:

- progressively align the ad valorem amount with the provision of infrastructure so that all properties pay a share of the cost of maintenance, renewal, upgrade and debt servicing of infrastructure in proportion to their land values.
- progressively align the base amount with the net cost of service provision, incorporating funding of council's community service obligations (CSOs)[5].
- explore opportunities to assist ratepayers experiencing financial hardship, such as to defer business rates during business closures experienced during pandemic conditions.

CAPACITY TO PAY AND HARDSHIP POLICY

The 'benefit or user pays' principle often conflicts with the 'capacity to pay' principle; and, in setting the rates structure, Council has been mindful of both equity considerations.

An individual ratepayer's ability to pay rates at a particular time may be impacted by external economic factors that create a sustained financial burden, such as drought, bushfires, global pandemic and the cost of living crisis. Council has adopted a *Financial Hardship and Assistance Policy*[6] that will support all ratepayers who are experiencing financial hardship and are struggling to pay their rates. Council will work with individual ratepayers to consider their circumstances and provide them with options and assistance such as deferred and interest free payment arrangements.

WILLINGNESS TO PAY

In developing the rating structure, Council's strategy has been to correlate rates revenue to services and infrastructure, providing a basis for future planning processes involving community conversations about the willingness to pay rates for changes in the level and quantity of services.

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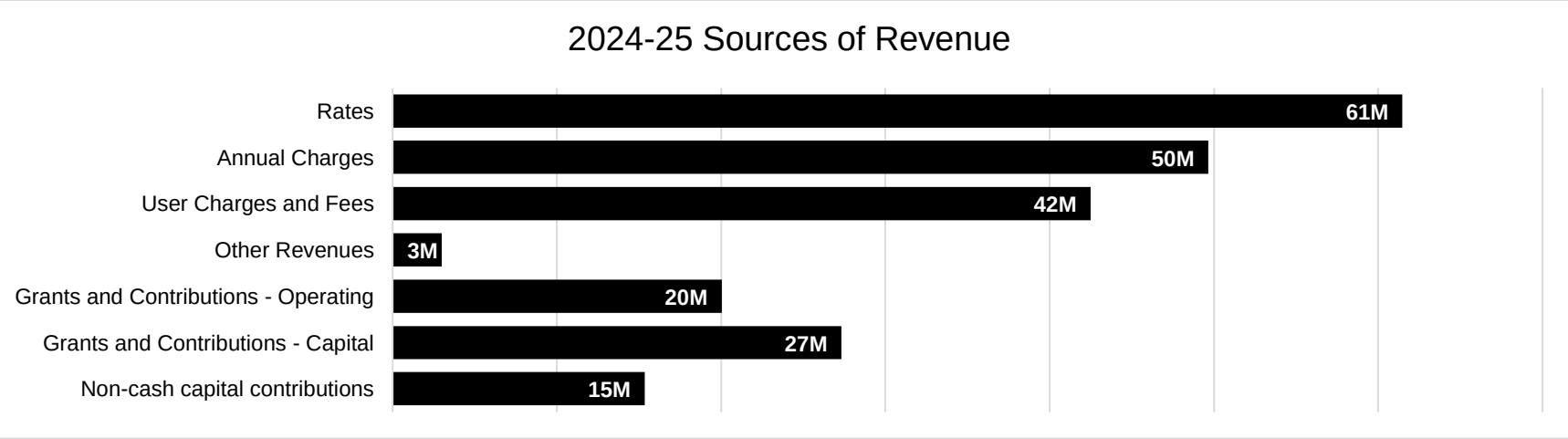
[5] Community Service Obligations (CSOs) are non-commercial activities of government for identified social purposes, and represent a significant component of local government activity.

[6] Financial Hardship and Assistance Policy, adopted April 2022, https://www.qprc.nsw.gov.au/Policies-Strategies-and-Plans/Adopted-QPRC-Policies

Sources of Revenue

Council's forecast sources of operating revenue for the 2024-25 financial year are shown in Figure 1. General rates comprise 23% of the annual operating budget.

Figure 1: Sources of Operating Revenue 2024-25 Budget



2024-25 General Rates

The proposed 2024-25 rate structure follows a principles based approach with:

- sub-categorisation for local communities with unique characteristics and different public infrastructure and Council services
- the ad valorem amount is set to recover the cost of infrastructure
- the base amount is set to recover the cost of services and operations

The proportionate rates yield by category and sub-category is consistent with the 2023-24 rates yield.

In this way, all assessments pay an equitable share for the cost of infrastructure based on their land value and the base charge is used to set a pricing difference for the type, quality and scope of services provided in those localities.

The notional general income for 2024-25 has been calculated as $62.0M, an overall increase of 18%, an increase of $7.1M above the rate peg amount.

The maps provided on the following pages illustrate the location of each subcategory.

Figure 2: 2024-25 Base and Ad Valorem Rates

Rate category and sub-category	Number of Assessments	Ad Valorem Rate (cents)	Base Amount	% base	Land Value	2024-25 estimated income	% Revenue	Average Rate
Residential				**34%**				
Queanbeyan Urban	15787	0.2768988	$ 596	33%	6,826,902,625	28,312,663	48.00%	$ 1,793
Googong	3448	0.2768988	$ 699	32%	1,859,416,167	7,558,853	12.19%	$ 2,192
Bungendore	1696	0.1655776	$ 539	38%	910,415,201	2,421,749	3.91%	$ 1,428
Braidwood	769	0.1655776	$ 539	49%	257,259,839	840,472	1.36%	$ 1,093
General	5687	0.1429098	$ 539	33%	4,309,521,200	9,224,021	14.88%	$ 1,622
Business				**9%**				
CBD	145	1.2061842	$ 961	6%	186,633,820	2,390,493	4.13%	$ 16,486
Googong	18	1.2061842	$ 961	14%	8,585,021	120,849	0.17%	$ 6,714
Poplars Business Park	13	1.2061842	$ 961	2%	56,212,300	690,517	0.72%	$ 53,117
Queanbeyan Urban	123	1.2601338	$ 655	5%	131,895,670	1,742,627	2.99%	$ 14,168
Industrial	790	0.7151744	$ 655	12%	554,019,901	4,479,659	7.81%	$ 5,670
General	257	0.1461902	$ 596	43%	140,498,276	358,966	0.26%	$ 1,393
Farmland	1047	0.1042766	$ 1,631	45%	2,029,009,080	3,823,439	6.50%	$ 3,652
Mining	1	0.4711740	$ 1,601	5%	6,900,000	34,112	0.06%	$ 34,112
	29,782				**17,277,269,100**	**61,998,420**	**100%**	

STRUCTURE OF THE RATE

In accordance with the provisions of section 514 of the *Local Government Act*, all parcels of rateable land in Council's area have been declared to be within one of four rates categories:

- Residential

- Farmland
- Mining
- Business

Land is categorised as **residential** if it is a parcel of rateable land valued as one assessment and:

- its dominant use is for residential accommodation (otherwise than as a hotel, motel, guest house, backpacker hostel or nursing home) or any other form of residential accommodation (not being a boarding house or a lodging house) prescribed by the regulations, or
- in the case of vacant land, it is zoned or otherwise designated for use under an environmental planning instrument (with or without development consent) for residential purposes, or
- it is rural residential land.

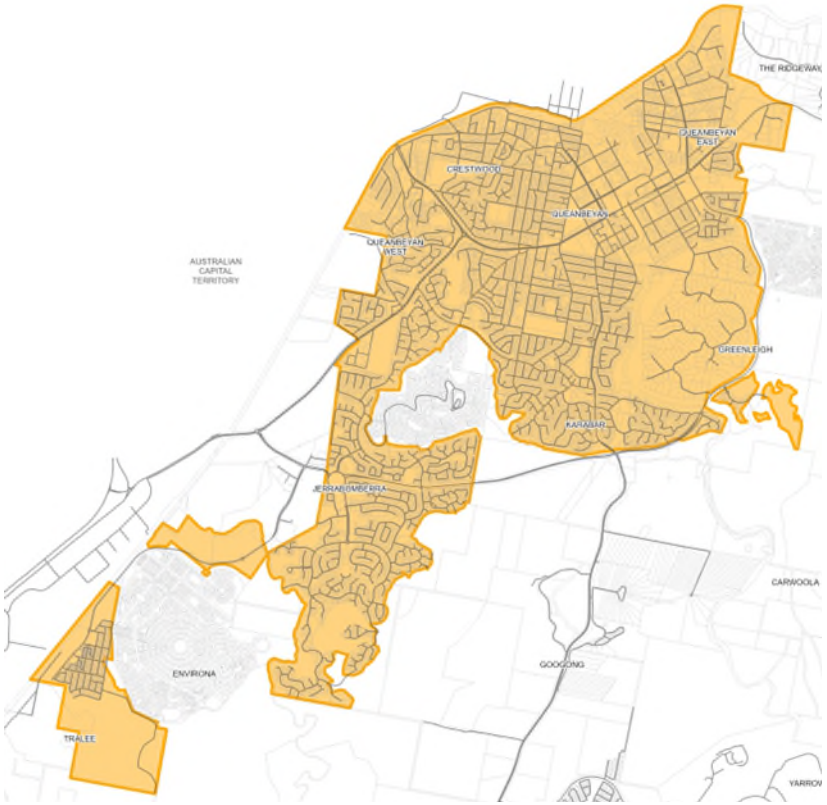
Land is categorised as **farmland** if it is a parcel of rateable land valued as one assessment and its dominant use is for farming (that is, the business or industry of grazing, animal feedlots, dairying, pig farming, poultry farming, viticulture, orcharding, beekeeping, horticulture, vegetable growing, the growing of crops of any kind, forestry, oyster farming, or fish farming, within the meaning of the *Fisheries and Oyster Farms 1935*, or any combination of those businesses or industries) which:

- has a significant and substantial commercial purpose or character,
- is engaged in for the purpose of profit on a continuous or repetitive basis (whether or not a profit is actually made).
- Land is not to be categorised as farmland if it is rural residential land.

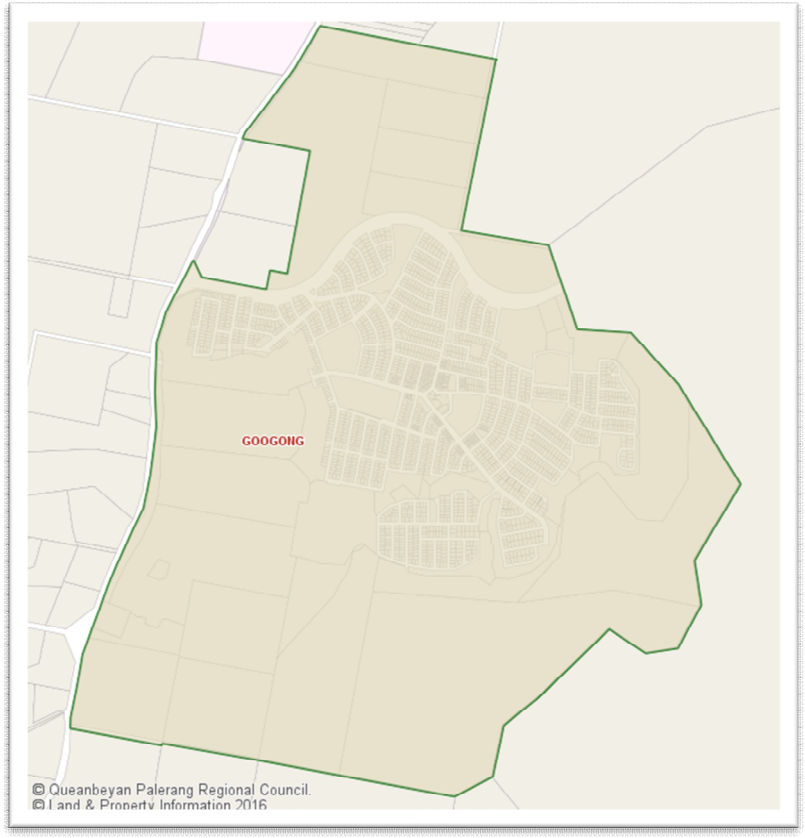
Land is categorised as **mining** if it is a parcel of rateable land valued as one assessment and its dominant use is for a coal mine or metalliferous mine.

Land is to be categorised as **business** if it cannot be categorised as farmland, residential or mining.

SUBCATEGORY MAPS

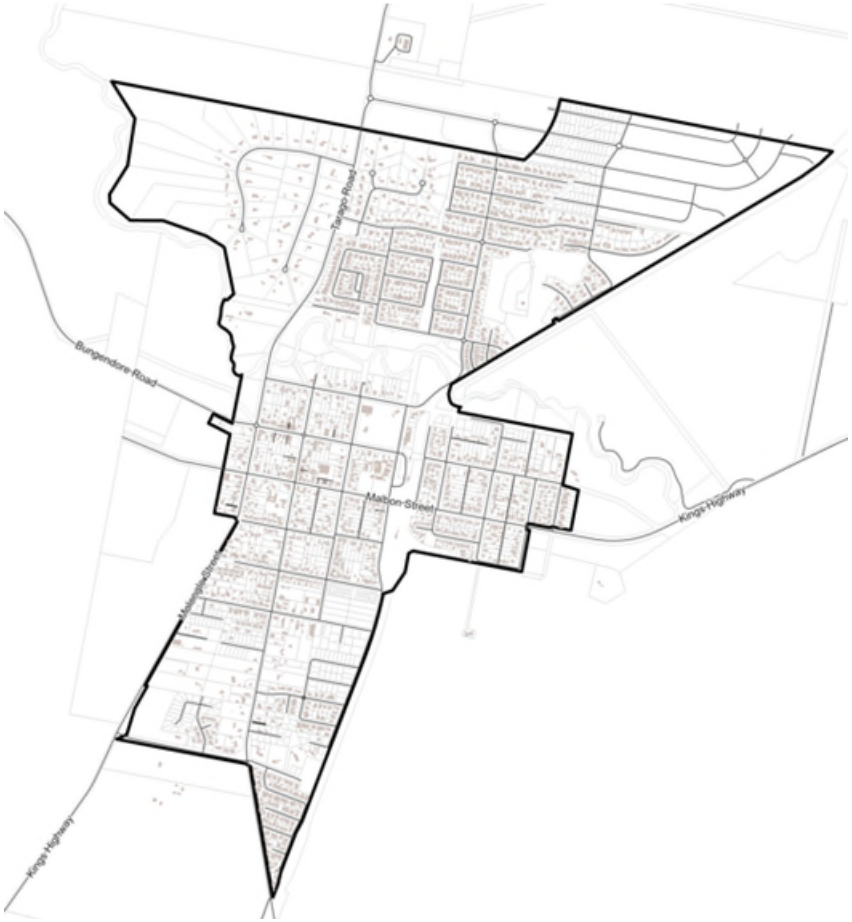


Map 1 Residential Queanbeyan



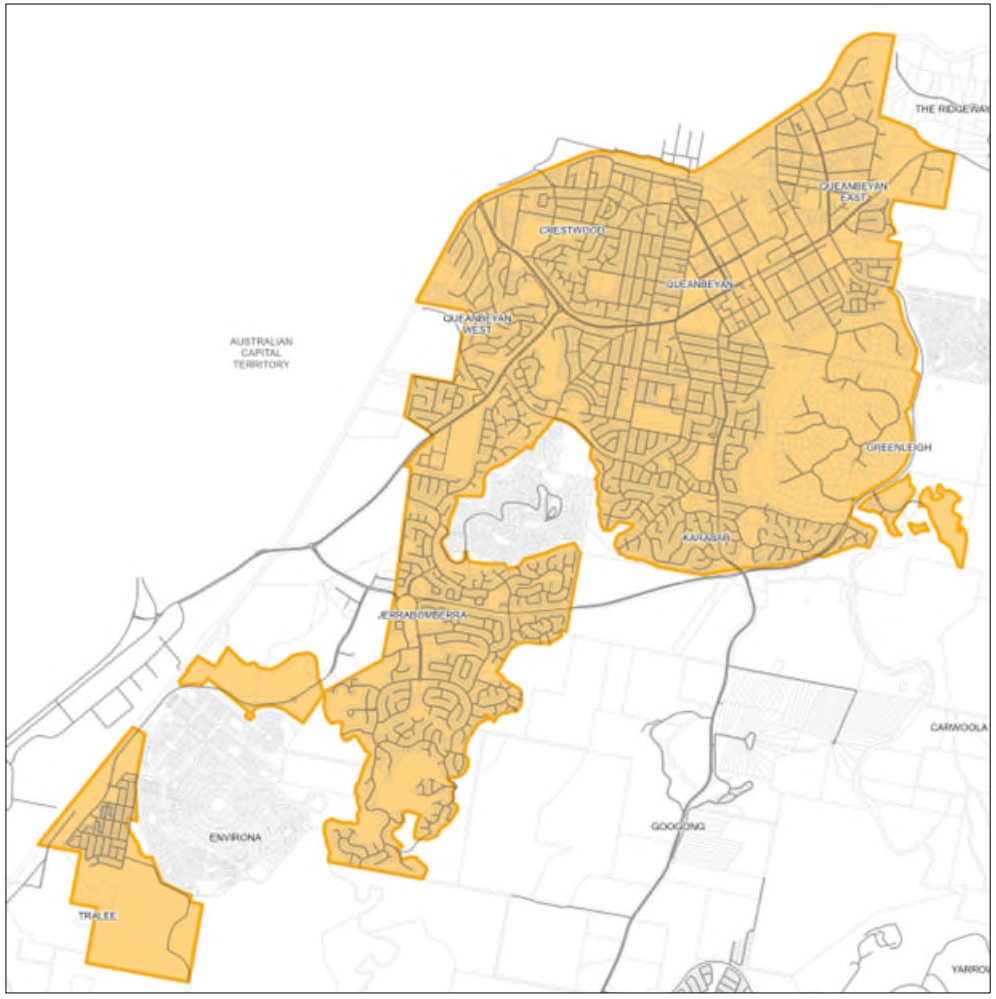
Map 2 Residential Googong

Map 3 Residential Bungendore

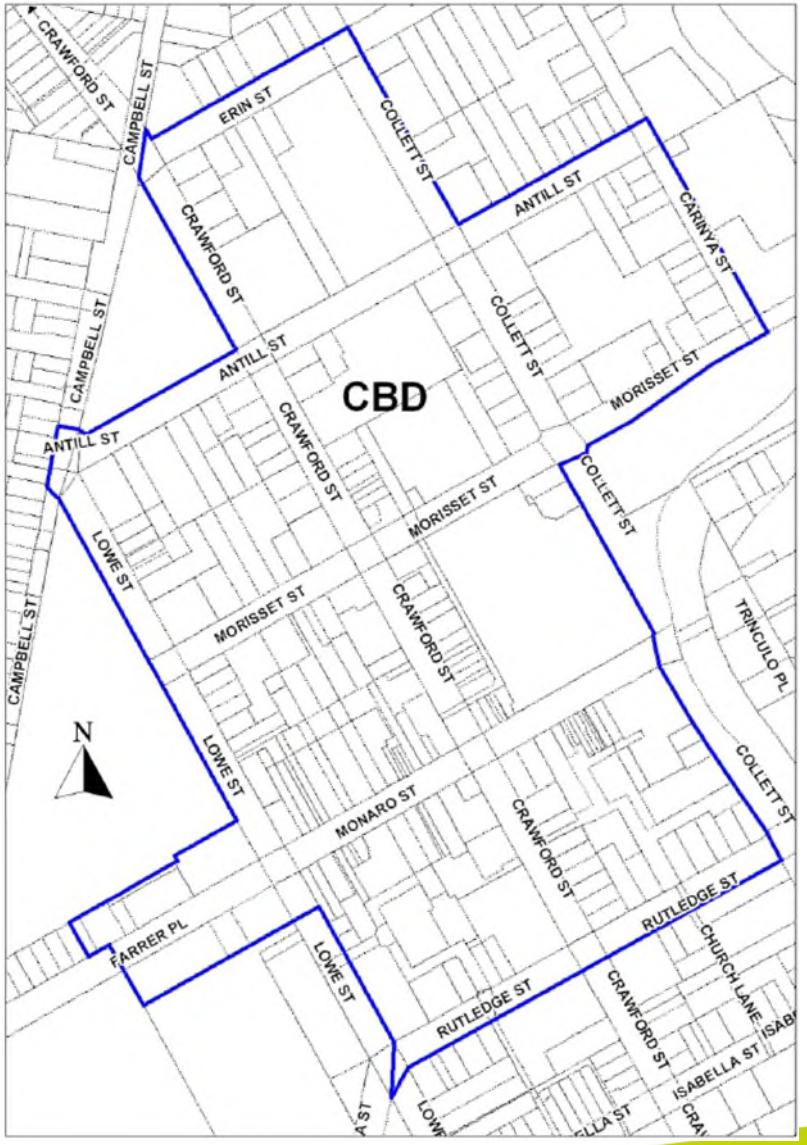


Map 4 Residential Braidwood

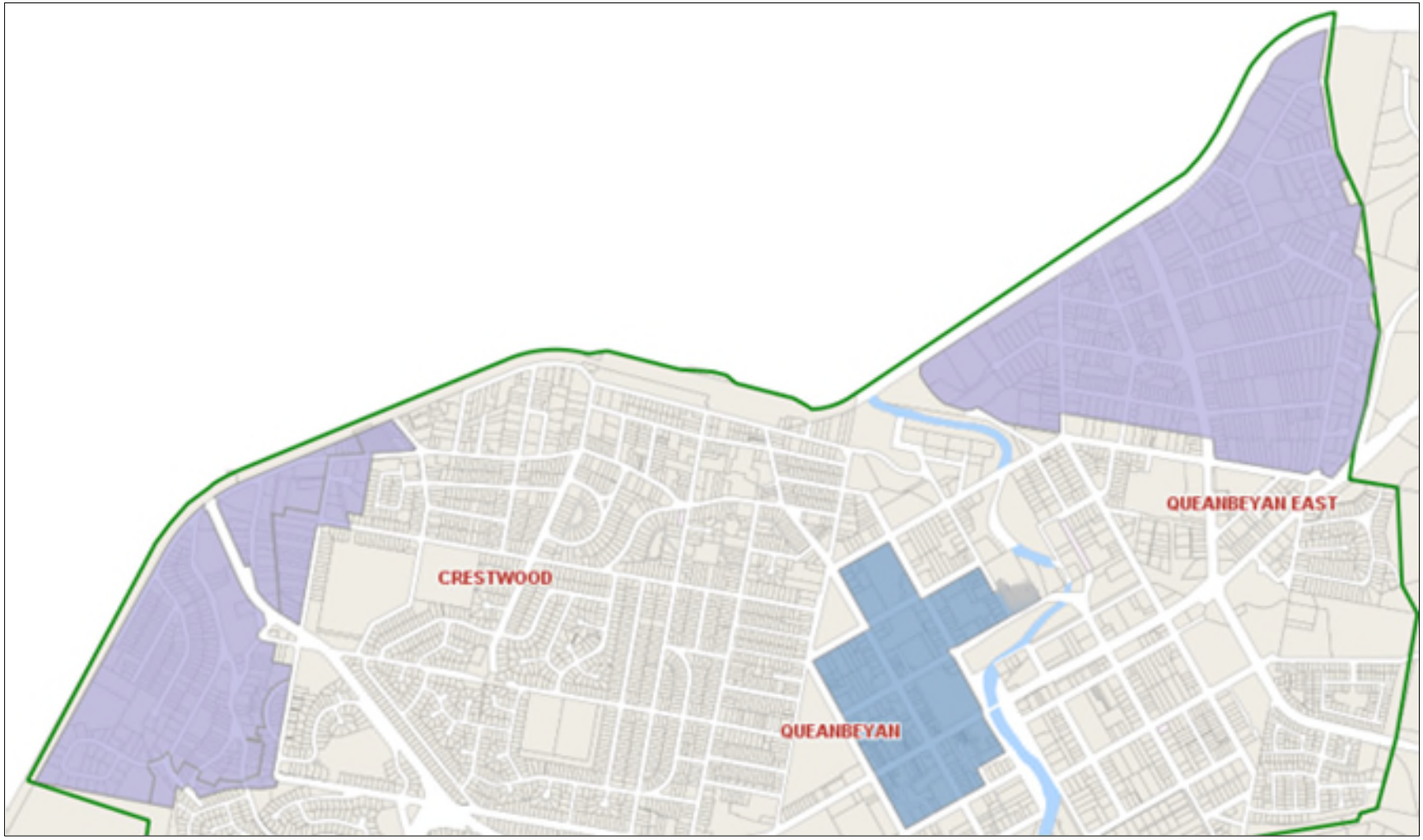
Map 5 Business Queanbeyan Urban



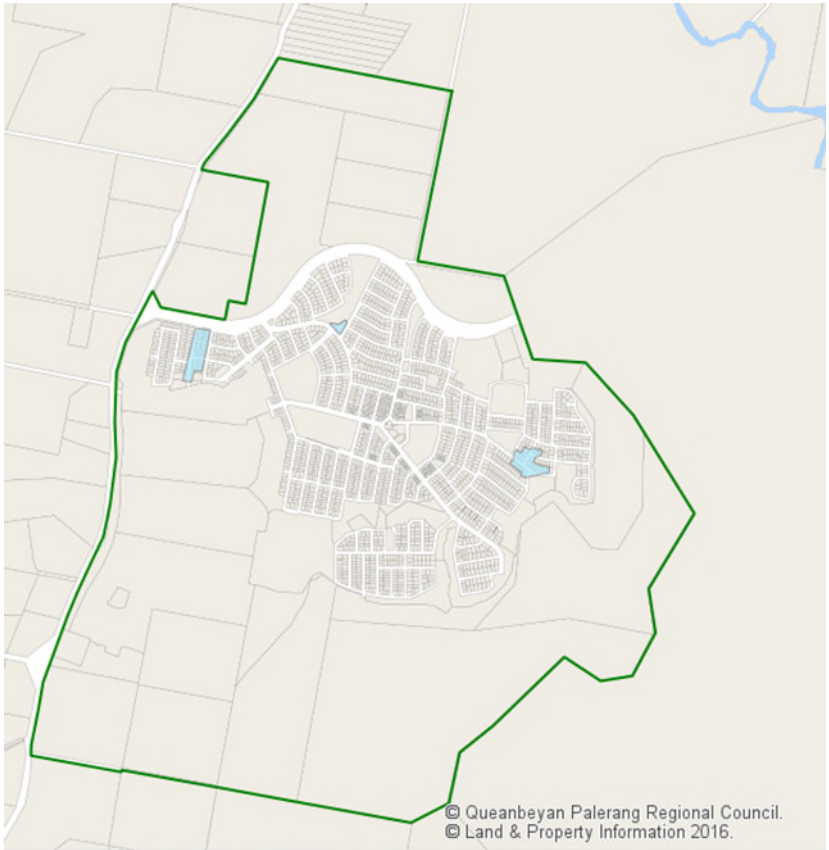
Map 6 Business CBD



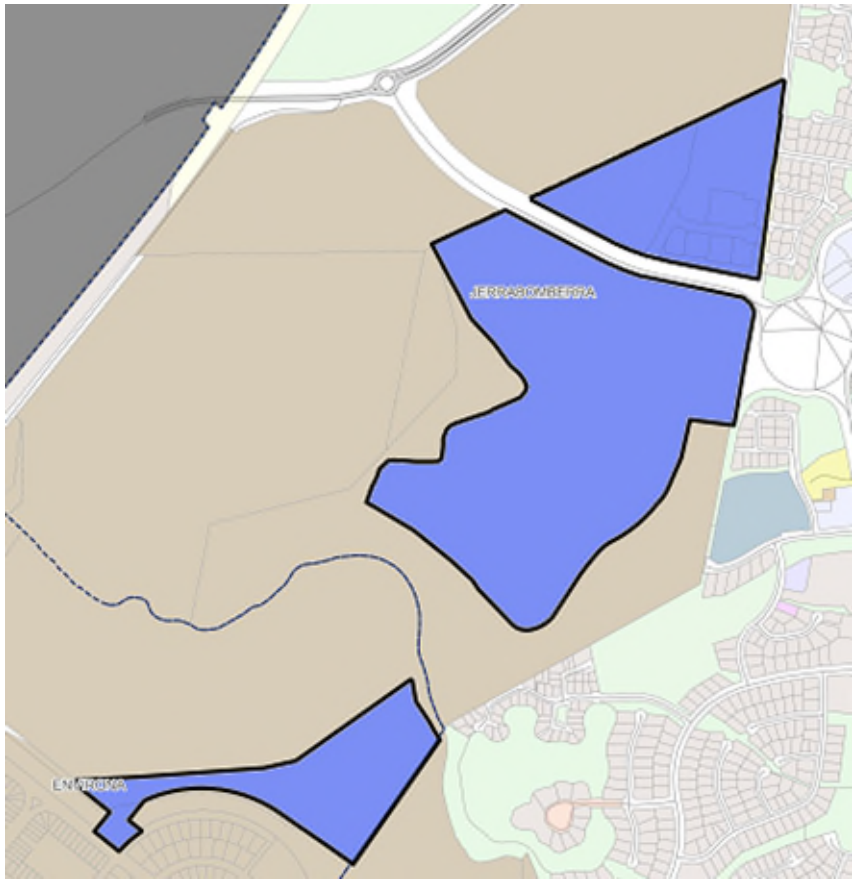
Map 6 Business Industrial (purple)



Map 8 Business Googong



Map 9 Business Poplars Business Park



TYPICAL RATES AND ANNUAL CHARGES – COMPARISON

Council has reviewed the changes in the total rates notices of different types of properties, including those with high, low and typical values. The information is detailed and has been attached as an appendix to this report.

PAYMENT BY INSTALMENTS

Ratepayers may pay their rates and charges in four quarterly instalments as follows for the 2024-2025 rating year:

Instalment	Issued by Date	Due Date
First	31 July 2024	31 August 2024
Second	30 October 2024	30 November 2024
Third	28 January 2025	28 February 2025
Fourth	30 April 2025	31 May 2025

Council is required to forward instalment notices at least 30 days prior to each of the due dates.

During the year, in accordance with the *Local Government Act*, a supplementary land valuation may be issued by the NSW Valuer General to reflect changes in land use including new subdivisions. Supplementary valuations may affect the amount of rates and charges levied on some parcels of land. The changes to rates and charges as a result of supplementary valuations are apportioned over the remaining instalments due after the supplementary land valuation is applied.

Council will levy general rates and service charges on any parcel of land in a new deposited plan or strata plan (generated by subdivision) from the commencement of the first quarter after the date of valuation of the deposited plan or strata plan.

CHARGES ON OVERDUE RATES

Interest accrues on a daily basis on rates and charges that remain unpaid after they are due and payable. Council will apply the maximum interest allowable under Section 566(3) of the *Local Government Act* as determined by the Minister in each year. In accordance with section 566(3) of the Act, interest for 2024-25 has been set at 10.5% per annum by the Minister for Local Government.

Annual Charges

Charges are raised to recover the cost of providing a service except where such a cost may be unreasonable or limited by regulations. Council will levy annual and service charges for the following:

- Water Access Charges (Section 501 LGA)
- Sewer Access Charges (Section 501 LGA)
- Water Consumption Charges (Section 502 LGA)
- Sewer Usage Charges (Section 502 LGA)
- Domestic Waste Management Charges (Section 496 LGA)
- General Waste Charge (Section 501 LGA)
- Business and Non-residential Waste Management Charges (Section 501 LGA)
- Business Stormwater Management Charge (Section 496A LGA, Local Government General Regulation 2005)
- Residential Stormwater Management Charge (Section 496A LGA, Local Government General Regulation 2005)
- Residential Strata Stormwater Management Charge (Section 496A LGA, Local Government General Regulation 2005)

Land that is exempt from general rates will be charged for water, sewerage and waste management. The charges are the same as those charged against rateable properties as these charges are representative of access and use of services.

WATER ACCESS CHARGES

Water charges are levied to collect revenue from the property owners who benefit from the availability or use of Council's water supply and comprise:

- Residential and non-residential properties that are connected to a Council water supply system and supplied with water from that system.
- Vacant land that is situated within 225 metres of a Council water main, and is able to be connected to Council’s water supply, whether or not the property is actually connected to that water supply.

Charges will be influenced by the water services and capital works identified in the Integrated Water Cycle Management Plans[7].

Council's water pricing structure for will be the combination of an annual access charge and a charge based on per kilolitre consumption in accordance with the NSW Office of Water Best Practice Management of Water Supply and Sewerage Guidelines. The water usage charges are based on a single variable charge.

Annual fixed charges for residential and non-residential properties are charged depending on the size of the water meter connection to the property and the number of water services available to the property.

To properly reflect the load a water connection places on the system, fixed annual charges are proportional to the size of the customer's water supply service. This is in accordance with the NSW Office of Water Guidelines.

The formula used to derive annual water access charges based on the connection size is:-

WF = WF20 x (D2/400)

Where:	WF	=	Customer's Annual Water Fixed Charge ($)
	WF20	=	Annual Water Fixed Charge for a 20mm diameter water supply service connection ($)
	D	=	Diameter of water supply service (mm)

Individual metering - units

The Best-Practice Management of Water Supply and Sewerage Guidelines require that all new units are to be metered and billed separately. For strata units prior to 2007 consumption generally is billed directly to the body corporate unless Council is otherwise authorised by the body corporate. Council's policy is to encourage existing strata units to retrofit water meters to provide equity to ratepayers in payment of water usage charges.

[7] The Palerang Integrated Water Cycle Management Plan (IWCM) was reviewed in 2019 and financial forecasts will be reviewed and updated in 2023/24. https://www.qprc.nsw.gov.au/Policies-Strategies-and-Plans/Strategies-and-Plans
The Queanbeyan IWCM is currently being prepared, the Strategy has been adopted for public exhibition. https://yourvoice.qprc.nsw.gov.au/queanbeyan-integrated-water-cycle-management-strategy

Water Access Charges

All rateable land categorised as residential will be charged for each water supply service that is connected to the property. Land that is vacant, with no existing premises connected to the Council water supply, will be charged the equivalent to the 20mm water access charge.

A fixed water access charge is levied on all units or dual occupancy properties (whether strata title or not) as provided under the NSW Best Practice Management of Water Supply and Sewerage Guidelines. Where a parcel of land, under single ownership, has more than one separate occupancy (e.g. a granny flat) the charge will be equal to the 20mm access charge multiplied by the number of occupancies.

Access charges are levied for each water supply system available to a property. Googong residents are levied an access charge for the potable and an additional access charge for the recycled water supply systems separately, as both systems require maintenance and are subject to different metering and operational costs.

QPRC is responsible for Council-supplied meters. Property owners are responsible for all other pipes and fittings, from their side of the meter onwards, that connect to the water network.

Water Access Charges for the Queanbeyan and Googong Water Supply Schemes

Meter size	Annual Charge 2023-24	Annual Charge 2024-25	% Change	Number of Services	Projected Income
20mm	$ 303	$ 317	4.6%	20,083	$ 6,366,311
Additional meter 20mm	$ 303	$ 317	4.6%	968	$ 306,856
25mm	$ 474	$ 496	4.6%	154	$ 76,384
32mm	$ 775	$ 811	4.6%	64	$ 51,904
40mm	$ 1,211	$ 1,267	4.6%	235	$ 297,745
50mm	$ 1,893	$ 1,980	4.6%	60	$ 118,800
65mm	$ 3,199	$ 3,346	4.6%	2	$ 6,692
80mm	$ 4,847	$ 5,070	4.6%	18	$ 91,260
100mm	$ 7,573	$ 7,921	4.6%	4	$ 31,684
150mm	$ 17,039	$ 17,823	4.6%	-	$ -
20mm Recycled	$ 303	$ 317	4.6%	3,432	$ 1,087,944
25mm Recycled	$ 474	$ 496	4.6%	2	$ 992
32mm Recycled	$ 775	$ 811	4.6%	-	$ -
40mm Recycled	$ 1,211	$ 1,267	4.6%	-	$ -

Meter size	Annual Charge 2023-24	Annual Charge 2024-25	% Change	Number of Services	Projected Income
50mm Recycled	$ 1,893	$ 1,980	4.6%	-	$ -
65mm Recycled	$ 3,199	$ 3,346	4.6%	-	$ -
80mm Recycled	$ 4,847	$ 5,070	4.6%	-	$ -
100mm Recycled	$ 7,573	$ 7,921	4.6%	-	$ -
150mm Recycled	$ 17,039	$ 17,823	4.6%	-	$ -
				25,022	**$ 8,436,572**

Water Access Charges for the Palerang Water Supply Schemes

Meter size	Annual Charge 2023-24	Annual Charge 2024-25	% Change	Number of Services	Projected Income
Residential - 20mm	$ 596	$ 689	15.6%	2,763	$ 1,903,803
Non-residential 20mm	$ 596	$ 689	15.6%	273	$ 188,126
Non-residential 25mm	$ 930	$ 1,077	15.8%	28	$ 30,156
Non-residential 32mm	$ 1,526	$ 1,764	15.6%	14	$ 24,696
Non-residential 40mm	$ 2,384	$ 2,756	15.6%	17	$ 46,852
Non-residential 50mm	$ 3,724	$ 4,306	15.6%	20	$ 86,120
Non-residential 65mm	$ 6,294	$ 7,278	15.6%	1	$ 7,278
Non-residential 80mm	$ 9,534	$ 11,024	15.6%	-	$ -
Non-residential 100mm	$ 14,898	$ 17,225	15.6%	12	$ 206,700
Non-residential 150mm	$ 33,519	$ 38,756	15.6%	-	$ -
				3,128	**$ 2,493,732**

Water Usage Charges

A usage charge will be raised on a quarterly basis on the usage recorded through the water meter or meters connected to the property. The charge is set to recover operating costs including bulk potable water supplied by Icon Water (ACT).

To promote water conservation, the pricing of recycled water has been calculated at the rate of 5% below the potable water price.

Council commenced supplying Googong residents with recycled water in December 2020 and will be reviewing the cost of operating the recycled water plan over the coming years, which will be taken in to account for pricing decisions in future years. Recycled water goes through a more thorough treatment process than potable water and is generally more expensive to produce.

Single Tier	Usage Charge per kl 2022-23	Usage Charge per kl 2023-24	% Change	Billable kilolitres consumed	Projected Income
Queanbeyan water supply	$ 4.48	$ 4.68	4.5%	3,016,373	$ 14,116,626
Googong water supply	$ 4.48	$ 4.68	4.5%	354,658	$ 1,659,799
Palerang water suply	$ 3.99	$ 4.13	3.5%	604,555	$ 2,496,812
Recycled water supply	$ 4.26	$ 4.45	4.5%	71,797	$ 319,497
				4,047,383	**$ 18,592,734**

Water Meter Size Reassessment Policy

The purpose of Council's water meter size reassessment policy is to ensure that fees and charges for water meters reflect the demand that individual properties place on the local water system.

The WMSR recognises that the meter currently installed at some non-residential properties may not reflect their current water requirements. Where this occurs and does not trigger a requirement for the preparation of a Development Application for change of use under the provisions of Part 4 of the *Environmental Planning and Assessment Act 1979*, the WMSR process enables owners to apply for a reassessment of the size of the water meter connected to their property. If this assessment process identifies the need for preparation of a Development Application this will be discussed with the applicant prior to determination of an assessment under the WMSR process. This ensures that the fees associated with water meter size are fairly charged to the property in accordance with Council's pricing policies.

Properties where a reassessment may result in a change in meter size are likely to be:

- Located in areas zoned industrial within the city: Where the character of the activity operating from the property has changed.
- Have a current water meter size of 32mm or larger.
- Have a service from the main to the meter of 32mm or less.
- Have consistently low quarterly water consumption levels: Low water consumption is considered to be less than the average household quarterly use for a property in Queanbeyan which is currently 44Kls or less each quarter.

A change in meter size can only occur:

- Where the change in water meter size has no adverse impact on Council's water system or neighbouring properties.

- Where firefighting requirements can be satisfied with a smaller water service.
- Where owner pays full cost of the proposed adjustment, work to be carried out by Council.

The charges for the Water Meter Size Reassessment are tabled below:

Water Meter Size Reassessment	
Application fee (to commence the reassessment)	$150
Subject to the assessment results the following fees may be applied:	
Installation of new water meter and service pipe replacement	Full replacement cost to owner
Interim water and sewer access charges	At 50% of existing water meter access fee

The Water Meter Size Reassessment interim charges are applied to both Water and Sewer Access charges.

The estimated rebate (cost to Council) for the Water Meter Size Reassessment program for 2024-25 is $6,211 for Water Fund and $16,799 for Sewerage Fund.

Access Charges – Fire Fighting

The water and sewerage access charges for a property will be based on the minimum meter size, if the larger meter is solely deemed necessary for planning requirements for firefighting purposes. This applies to dedicated fire services inside buildings – ie no external hose reels or permanent above ground standpipes.

TOTAL WATER REVENUE

2024-25 Projected Income from Water Charges	Access Charges	Usage Fees	Total
Queanbeyan Water Supply Scheme	$ 6,242,000	$ 14,116,626	$ 20,358,626
Palerang Water Supply Scheme	$ 2,494,000	$ 2,496,812	$ 4,990,812
Googong Water Supply Scheme	$ 1,106,000	$ 1,659,799	$ 2,765,799
Recycled Water Supply Access Charges	$ 1,089,000	$ 319,497	$ 1,408,497

SEWERAGE ACCESS CHARGES

Sewerage charges are levied to collect revenue from property owners who benefit from the availability or use of a Council sewerage system and comprise of:

- Residential and non-residential properties that are connected to a Council sewer mains.
- Vacant land situated within 75 metres of a Council sewer main and is able to be connected to Council's sewerage supply, whether or not the property is actually connected to that sewerage supply.

In accordance with NSW Office of Water's Best Practice Management of Water Supply and Sewerage Guidelines, Council's sewerage pricing structure consists of a uniform annual sewerage fixed charge for residential properties and a two-component pricing structure for non-residential properties comprising of a fixed annual charge proportional to the size of the water supply service connected to the property and a usage charge multiplied by a Sewer Discharge Factor (SDF) based on the type of business activity undertaken on the property.

Queanbeyan Sewage Treatment Plant Upgrade and Expansion

Council is currently planning for the upgrade and expansion of the Queanbeyan Sewage Treatment Plant, at an estimated cost of $182m; with final costings to be determined as the design progresses. The IWCM recommends that the project be funded by grants, loans and sewerage charge increases for properties within the Queanbeyan Sewerage Scheme of 6.5% per annum.

If Council is unable to source appropriate levels of capital grant funding or pass on an appropriate level of cost to developers for the expansion of the Sewerage Treatment Plant, the cost to existing ratepayers may increase in future years.

Queanbeyan and Googong Sewerage Schemes

An annual sewerage access charge will apply to all single dwelling residential properties (including strata title units) and all units or dual occupancy properties (whether strata title or not) as provided under Best-Practice Management of Water Supply and Sewerage Guidelines.

Where a parcel of land, categorised as residential under single ownership, has more than one separate occupancy (e.g. a granny flat) the charge will be equal to the residential sewerage access charge multiplied by the number of occupancies, multiplied by a 50% discount.

Land that is vacant with no existing premise connected to the council sewer system, will be charged equivalent to 65% of the sewer access charge for residential properties.

All rateable land categorised as non-residential or land exempt from rates (including strata units) will be charged for each water supply service that is connected to the property in order to reflect the potential load placed on the sewerage system.

Properties which are not separately metered, and all non-residential strata title units will be charged a sewerage service annual charge equivalent to that of a non-residential property with a 20mm water connection. Land that is vacant with no existing premise connected to the Council water supply will be charged a vacant land charge.

Sewerage Access Charges for the Queanbeyan Sewerage Scheme

Connection	Annual Charge 2023-24	Annual Charge 2024-25	% Change	Number of Services	Projected Income
Residential	$ 819	$ 872	6.5%	15,141	$ 13,202,952
Vacant Land	$ 534	$ 569	6.6%	455	$ 258,895
Multi-occupancies - additional residential premises	$ 410	$ 437	6.6%	1,190	$ 520,030
Non-residential 20mm	$ 819	$ 872	6.5%	699	$ 609,528
Non-residential 25mm	$ 1,280	$ 1,363	6.5%	137	$ 186,731
Non-residential 32mm	$ 2,098	$ 2,234	6.5%	55	$ 122,870
Non-residential 40mm	$ 3,278	$ 3,491	6.5%	230	$ 802,930
Non-residential 50mm	$ 5,122	$ 5,455	6.5%	58	$ 316,390
Non-residential 65mm	$ 8,655	$ 9,218	6.5%	2	$ 18,436
Non-residential 80mm	$ 13,111	$ 13,963	6.5%	14	$ 195,482
Non-residential 100mm	$ 20,486	$ 21,818	6.5%	4	$ 87,272
Non-residential 150mm	$ 46,095	$ 49,091	6.5%	-	$ -
				17,985	**$ 16,321,516**

Sewerage Access Charges for the Googong Sewerage Scheme

Connection	Annual Charge 2023-24	Annual Charge 2024-25	% Change	Number of Services	Projected Income
Residential	$ 804	$ 840	4.5%	2,448	$ 2,056,320
Vacant Land	$ 524	$ 548	4.6%	775	$ 424,700
Multi-occupancies - additional residential premises	$ 402	$ 420	4.5%	1	$ 420
Non-residential 20mm	$ 804	$ 840	4.5%	256	$ 215,040
Non-residential 25mm	$ 1,256	$ 1,313	4.5%	-	$ -

Connection	Annual Charge 2023-24	Annual Charge 2024-25	% Change	Number of Services	Projected Income
Non-residential 32mm	$ 2,059	$ 2,152	4.5%	1	$ 2,152
Non-residential 40mm	$ 3,217	$ 3,362	4.5%	-	$ -
Non-residential 50mm	$ 5,025	$ 5,251	4.5%	-	$ -
Non-residential 65mm	$ 8,493	$ 8,875	4.5%	-	$ -
Non-residential 80mm	$ 12,865	$ 13,444	4.5%	1	$ 13,444
Non-residential 100mm	$ 20,102	$ 21,007	4.5%	-	$ -
Non-residential 150mm	$ 45,230	$ 47,265	4.5%	-	$ -
				3,482	**$ 2,712,076**

Palerang Sewerage Schemes

All rateable land categorised as residential (including strata units) within the areas of Bungendore, Braidwood and Captains Flat sewerage supply schemes will be charged for each water supply service that is connected to the property. Land that is vacant with no existing premises connected to the Council water supply will be charged the equivalent to the annual sewerage access charge.

All rateable land categorised as non-residential or land exempt from rates under section 555 or 556 of the *Local Government Act* (including strata units) within the areas of Bungendore, Braidwood and Captains Flat sewerage supply schemes will be charged for each sewerage supply service that is connected to the property. The charge will be proportional to the size of the water supply service connection to the property. Land that is vacant with no existing premises connected to the Council water supply will be charged the equivalent to the 20mm sewerage access charge.

The non-residential sewerage access charge is the maximum of:

i) the annual residential sewerage charge; and

ii) sewerage discharge factor x annual access charge

Meter size	Annual Charge 2023-24	Annual Charge 2024-25	% Change	Number of Services	Projected Income
Residential	$ 1,213	$ 1,268	4.5%	2,658	$ 3,370,166
Non-residential 20mm	$ 1,397	$ 1,460	4.5%	180	$ 263,213
Non-residential 25mm	$ 2,183	$ 2,281	4.5%	14	$ 31,934
Non-residential 32mm	$ 3,576	$ 3,737	4.5%	6	$ 22,422
Non-residential 40mm	$ 5,588	$ 5,839	4.5%	12	$ 70,068

Meter size	Annual Charge 2023-24	Annual Charge 2024-25	% Change	Number of Services	Projected Income
Non-residential 50mm	$ 8,731	$ 9,124	4.5%	14	$ 127,736
Non-residential 65mm	$ 14,756	$ 15,420	4.5%	1	$ 15,420
Non-residential 80mm	$ 22,352	$ 23,358	4.5%	-	$ -
Non-residential 100mm	$ 34,925	$ 36,497	4.5%	6	$ 218,982
Non-residential 150mm	$ 78,581	$ 82,117	4.5%	-	$ -
				2,891	**$ 4,119,941**

SEWERAGE USAGE CHARGES

A sewerage discharge factor (SDF) applies to all non-residential sewerage infrastructure users. The SDF is applied to the total water usage (measured by water meter) for properties and reflects the typical load properties place on the sewerage system. The SDF is the ratio of all wastewater discharged from a premises to the sewerage system to the total water consumption, expressed as a percentage.

SDF for non-residential properties are determined by the type of activity undertaken on the property and are calculated as defined in the NSW Office of Water 'Liquid Trade Waste Regulation Guidelines April 2009'.

Sewerage usage charges will be recalculated based on comparable prior period consumption history, where there was a significant undetected leak, where the owner provides evidence that the leak was rectified as soon as reasonably possible, and where there is evidence that the leaked water was not discharged into the sewerage system.

Sewerage usage charges for non-residential properties in the former Queanbeyan City Council area will be calculated by applying the business category SDF to the sewerage usage charge of **$1.45** per kl.

Sewerage usage charges for non-residential properties in the former Palerang Council area will be calculated by applying the business category SDF to the sewerage usage charge of **$3.51** per kl.

2024-25 Projected Income from Sewer Charges	Access Charges	Discharge Factor	Total
Queanbeyan Sewerage Scheme Access Charges	$ 16,322,000	$ 926,000	$ 17,248,000
Palerang Sewerage Scheme Access Charges	$ 4,485,000	$ 863,000	$ 5,348,000
Googong Sewerage Scheme Access Charges	$ 2,712,000	$ 5,000	$ 2,717,000

LIQUID TRADE WASTE CHARGES

Liquid Trade Waste means all liquid waste other than sewage of a domestic nature.

Under the Best-Practice Management of Water Supply and Sewerage Guidelines[8], liquid trade waste pricing requires appropriate annual trade waste fees and user charges for all liquid trade waste dischargers. Local Water Utilities (LWU) must issue a trade waste approval to each liquid trade waste discharger connected to the sewerage system, and must annually inspect the premises of each discharger. Council is the LWU.

Liquid trade waste dischargers have a trade waste discharge factor (TWDF) added to their sewerage discharge factor (SDF) to determine their total sewerage usage charge. Similar to the SDF, the TWDF have been determined using category of business guidelines set by the NSW Office of Water.

The trade waste usage charge for non-residential properties in the former Queanbeyan City Council area will be calculated by applying the business category TWDF against the liquid trade waste usage charge of **$2.94** per kilolitre.

The trade waste usage charge for non-residential properties in the former Palerang Council area will be calculated by applying the business category TWDF against the liquid trade waste usage charge of **$3.29** per kilolitre.

Usage charges will apply to Category 2 and 3 liquid trade waste dischargers and charges will be calculated as defined in NSW Office of Water, Liquid Trade Waste Regulation Guidelines April 2009.

If a liquid trade waste discharger fails to comply with Council's approval conditions by creating liquid waste which is not pre-treated and is likely to cause damage to the environment or an extra load on Council's Sewage Treatment Plant, they will be subject to a non-compliance charge.

The annual trade waste charges are shown below and have increased to reflect the actual cost of treating the liquid trade waste. The annual trade waste charge appears on the annual Rates Notice, while the usage charge is issued with the quarterly water accounts.

[8] *Best Practice Management of Water Supply and Sewerage Guidelines*, August 2007, Department of Water and Energy, https://www.industry.nsw.gov.au/__data/assets/pdf_file/0004/147073/town_planning_water_utilities_best-practice_management_of_water_supply_and_sewerage_guidelines_2007.pdf

Liquid Trade Waste Annual Charges and Usage Charges[9] for Queanbeyan and Googong Sewerage Schemes

Trade Waste Category	Annual Charge 2023-24	Annual Charge 2024-25	No of Assess	Projected Income	Usage Charge per kl 2023-24	Usage Charge per kl 2024-25	% Change
Category 1 - complying	$ 120.00	$ 120.00	51	$ 6,120	$ -	$ -	
Category 1 - noncomplying					$ 2.81	$ 2.94	4.6%
Category 2 - complying	$ 120.00	$ 120.00	115	$ 13,800	$ 2.81	$ 2.94	4.6%
Category 2 - noncomplying					$ 19.87	$ 20.75	4.5%
Category 3	$ 780.00	$ 780.00	6	$ 4,680	LTW Excess Mass Charges	LTW Excess Mass Charges	
			172	**$ 24,600**			

Liquid Trade Waste Annual Charges and Usage Charges for Palerang Sewerage Schemes

Trade Waste Category	Annual Charge 2023-24	Annual Charge 2024-25	No of Assess	Projected Income	Usage Charge per kl 2023-24	Usage Charge per kl 2024-25	% Change
Category 1 - complying	$ 102.41	$ 107.02	45	$ 4,816	$ -	$ -	
Category 1 - noncomplying					$ 3.29	$ 3.29	0.0%
Category 2 - complying	$ 204.82	$ 214.04	59	$ 12,628	$ 3.29	$ 3.29	0.0%
Category 2 - noncomplying					$ 19.86	$ 20.75	4.5%
Category 3	$ 684.48	$ 715.28	-	$ -	LTW Excess Mass Charges	LTW Excess Mass Charges	
			104	**$ 17,444**			

WATER AND SEWERAGE DIVIDEND

Section 409 (6) of the *Local Government Act* enables Council to declare a dividend from the Queanbeyan water and sewerage operations. No dividend is proposed for 2024-25 from either utility.

[9] *Liquid Trade Waste Management Guidelines 2021,* NSW Department of Planning, Industry and Environment, https://www.industry.nsw.gov.au/__data/assets/pdf_file/0010/147088/trade-waste-management-guidelines.pdf

WASTE MANAGEMENT STRATEGY AND HARMONISATION OF WASTE MANAGEMENT CHARGES

Council has adopted a Waste Management Strategy that seeks to achieve the following objectives:

- Significantly increase the rate of waste diverted from landfill towards NSW targets – by implementing additional waste separation and recycling measures including food organics and green organics (FOGO) or green organics (GO).
- Remove differences in service offerings to former Palerang and former Queanbeyan residents by increasing the level of service to the highest offered by either of the former Councils
- Improve efficiencies by aligning the waste management practices and waste movements of the former two Councils, which have continued to operate as separate businesses since amalgamation.
- Harmonise waste management charges across the Council area.

Harmonisation of waste management charges, with implementation of service improvements and waste minimisation and landfill diversion strategies will generally result in an increased cost of service to former Queanbeyan ratepayers, and a decreased cost to former Palerang ratepayers.

DOMESTIC WASTE CHARGES

In accordance with Section 496 of the *Local Government Act*, Council must make and levy an annual charge for the provision of domestic waste management services for each parcel of rateable land for which the service is available.

Where an urban domestic waste collection service is available but not used by a customer, that customer will still be charged a single standard domestic waste collection service applicable for that type of property. Vacant properties (i.e. properties without a dwelling) within the urban domestic waste collection service area will be charged a vacant domestic waste charge.

Council's annual charge for domestic waste management services applies to each occupied residential unit which includes dwellings and each separate occupancy in any flat, townhouse, duplex, dual occupancy, or similar type multi-unit residential development, including non-rateable residential premises. It does not include service for a secondary dwelling (as defined in the *Environmental Planning and Assessment Act 1979*) which are charged as an optional additional service.

Code	DWM Charge	Annual Charge 2023-24	Annual Charge 2024-25	% Change	Number of Services	Projected Income
DW1	Urban Domestic Garbage (140L Garb + Rec + Green)	$ 341	$ 355	4.1%	15,686	$ 5,568,530
DW2	Urban Domestic Garbage (240L Garb + Rec + Green)	$ 450	$ 468	4.0%	2,090	$ 978,120
DW3	Domestic Garbage (Additional 140L Garbage)	$ 160	$ 166	3.8%	100	$ 16,600
DW4	Domestic Garbage (Additional 240L Garbage)	$ 190	$ 198	4.2%	82	$ 16,236
DW5	Domestic Garbage (Additional GreenWaste)	$ 85	$ 88	3.5%	131	$ 11,528
DW6	Domestic Garbage (Additional Recycling)	$ 85	$ 88	3.5%	85	$ 7,480
DW7	Urban - MUD - 2 Bin	$ 222	$ 231	4.1%	3,385	$ 781,935
DW8	MUD - Domestic Garbage-shared service & recycling	$ 341	$ 355	4.1%	121	$ 42,955
DW9	MUD - Domestic Garbage (Shared Serv - Additional Green)	$ 85	$ 88	3.5%	97	$ 8,536
DW10	Domestic Garbage- Vacant Land	$ 30	$ 31	3.3%	1,785	$ 55,335
DW12	Domestic Garbage (Shared Rec + Garbage)	$ 222	$ 231	4.1%	102	$ 23,562
DW14	360L recycling bin upsize charge (current service only)	$ 54	$ 56	3.7%	296	$ 16,576
DW15	Rural Waste Collection - fortnightly 240L waste bin and 240L recycling per annum	$ 184	$ 191	3.8%	1,156	$ 220,796
DW16	Domestic Garbage 2 Bins MUD (No Bulky)	$ 173	$ 180	4.0%	185	$ 33,300
DW17	Rural Waste Collection -fortnightly 240L recycling only per annum	$ 88	$ 92	4.5%	545	$ 50,140
DW18	MUD un-serviced	$ 30	$ 31	3.3%	-	$ -
DW19	Urban - MUD - 2 Bin	$ 222	$ 231			

Code	DWM Charge	Annual Charge 2023-24	Annual Charge 2024-25	% Change	Number of Services	Projected Income
DW21	Rural waste Collection - Additional 240L waste bin collected fortnightly	$ 86	$ 89	3.5%	71	$ 6,319
DW22	Rural Waste Collection - Additional 240L recycling bin collected fortnightly	$ 85	$ 88	3.5%	76	$ 6,688
WDom360	Domestic Waste Urban - 360L waste bin collected weekly, 240L recycling and 240L Green Waste collected fortnightly (Current services only)	$ 560	$ 582	3.9%	6	$ 3,492
Compound	Compound Bins – Araluen & Majors Creek 240L Red & Yellow 240L fortnightly	$ 173	$ 180	4.0%	44	$ 7,920
					26,043	**$ 7,856,048**

Base domestic waste charges

The charge for each service is based on the cost of providing that service. The charge reflects the reasonable operating and planning costs in providing the services relevant to each charge type. Further details of charge types are provided below.

A SUD is a single unit dwelling, typically a standalone house on a freehold lot.

A MUD is a multi-unit dwelling, typically a dwelling located on some form of strata or community lot.

DWM1 – Urban – SUD – 3 Bin

DWM1 is charged on individual dwellings (SUD) in the urban areas of QPRC with a 3 bin service. Typically, this includes the urban areas of Braidwood, Bungendore, Captains Flat, Googong, Tralee, Jerrabomberra, Crestwood, Queanbeyan, Queanbeyan East, Queanbeyan West, Karabar, and Crestwood.

The charge is based on the cost of providing the service. The charge reflects the reasonable operating and planning costs in providing the following services:

- weekly collection, removal and disposal of residual waste in a 140L mobile garbage bin (MGB)
- fortnightly collection, removal and processing of commingled household recyclables in a 240L MGB

- fortnightly collection, removal and processing of (FOGO) food organics and garden organics waste a 240L MGB
- collection and removal of clean up rubbish (up to 2 cubic meters per collection) from the property on two occasions in each financial year.

DWM7 – Urban - MUD - 2 Bin

DWM7 is charged on multi-unit dwellings (MUD) in the urban areas of QPRC with a 2 bin service.

The charge is based on the cost of providing the service. The charge reflects the reasonable operating and planning costs in providing the following services:

- weekly collection, removal and disposal of residual waste in a 240L mobile garbage bin (MGB or equivalent)
- fortnightly collection, removal and processing of commingled household recyclables in a 240L MGB (or equivalent)
- collection and removal of bulky waste (up to 2 cubic metres per MUD household) from the verge of the property on two scheduled occasions in each financial year as specified by council

DWM8 – Urban – MUD – 3 Bin

DW8 is a charged on a multi unit dwellings (MUD) in the urban areas of QPRC with a 3 bin system

- Weekly collection, removal and disposal of residual waste in a 240l mobile garbage bin(MGB or equivalent)
- Fortnightly collection, removal and processing of commingled household recyclables in a 240L MGB (or equivalent)
- Fortnightly Collection and removal and processing of (FOGO) food organics/ garden organics in a 240L MGB (or equivalent)
- Collection and removal of bulky waste (up to 2 cubic metres per MUD household) from the verge of the property on two scheduled occasions in each financial year as specified by council

DWM10 – Vacant - Urban & Rural

Vacant properties (i.e. properties without a dwelling) within an identified domestic waste collection service area will be charged a vacant domestic waste charge.

SUDs located within the former QCC areas of Carwoola or Royalla that opt to not have recycling collections will be levied this charge.

DWM12 – MUD – shared recycling and green waste, individual garbage bin

The QDW12 charge is charged to MUDs that due to space constraints, have shared 240L recycling and 240L green waste bins equivalent to 1 between two units.

- Each unit has a 140L garbage bin
- Each unit can book a kerbside cleanup twice in the financial year.

DWM15 – Rural – SUD – 2 Bin

DWM15 is charged on individual dwellings (SUD) in the identified rural areas of QPRC with a 2 bin service. Not all rural areas of QPRC are provided with a domestic waste management service.

DWM16 – Urban - MUD - 2 Bin

Is charged on multi-unit dwellings (MUD) in the urban areas of QPRC with a 2 bin shared service.

The charge is based on the cost of providing the service. The charge reflects the reasonable operating and planning costs in providing the following services:

- weekly collection, removal and disposal of residual waste in a 240L mobile garbage bin (MGB or equivalent)
- fortnightly collection, removal and processing of commingled household recyclables in a 240L MGB (or equivalent)
- There is no bulky waste kerbside service provided

Bins will be shared between residents and kept in a waste storage area serviced from the storage area. Minimum bin size 240L.

DWM17 – Rural - SUD - 1 Bin (recycling)

DWM17 is charged on individual dwellings (SUD) in the identified rural areas of QPRC with a 1 bin service. Not all rural areas of QPRC are provided with a domestic waste management service.

The charge is based on the cost of providing the service. The charge reflects the reasonable operating and planning costs in providing the following services:

- fortnightly collection, removal and processing of commingled household recyclables in a 240L MGB

SUDs located within the former QCC areas of Carwoola or Royalla that opt to have both recycling collections only will be levied this charge.

DWM19 – Urban - MUD - 2 Bin

DWM19 is charged on multi-unit dwellings (MUD) in the urban areas of QPRC with a 2 bin service.

The charge is based on the cost of providing the service. The charge reflects the reasonable operating and planning costs in providing the following services:

- weekly collection, removal and disposal of residual waste in a 240L mobile garbage bin (MGB or equivalent)
- fortnightly collection, removal and processing of commingled household recyclables in a 240L MGB (or equivalent)
- collection and removal of bulky waste (up to 2 cubic metres per MUD household) from the verge of the property on two occasions in each financial year as requested through a booking system. FOGO (food and garden organics green lidded bin)

Rural - SUD - Bin Compound

Is charged on individual dwellings (SUD) in the identified rural areas of QPRC with a 2 bin service that for issues related to access have opted to store their bins at a designated waste bin compound.

The charge is based on the cost of providing the service. The charge reflects the reasonable operating and planning costs in providing the following services:

- fortnightly collection, removal and disposal of residual waste in a 240L mobile garbage bin (MGB) from a bin compound
- fortnightly collection, removal and processing of commingled household recyclables in a 240L MGB from a bin compound

Additional Domestic Waste Services

These charges are for additional bins requested by the owner of the premises for garbage, recycling and FOGO (food and garden organics green lidded bin). Charges are based on each additional bin provided. An owner may order any number of additional bins.

Where additional bins are requested for strata or other residential domestic body corporate arrangements, the cost will be levied to the Body Corporate. It will be the responsibility of the Body Corporate to allocate costs to individual unit owners.

Upsized Domestic Waste Services

These charges are for bins of a larger size than normally offered and requested by the owner of the premises.

Additional and Upsized Domestic Waste Services

Where an owner requests an additional bin that is also larger than that normally offered, both a DWMU and DWMA charge will be levied.

For example, if an owner in a DWM1 area requests an additional recycling bin, they will be charged for the extra bin in addition to their base DWM1 charge.

GENERAL WASTE CHARGE

A general waste charge will be levied on all rateable land except business. This charge funds the capital cost of the waste facilities that Council owns including design and construction of new waste transfer stations, maintenance of existing transfer stations and the rehabilitation of closed landfills. The General Waste charge is also used for waste education.

Property Service Location	Annual Charge 2023-24	Annual Charge 2024-25	% Change	Number of Services	Projected Income
All areas of the former Palerang Council LGA excluding areas west of Queanbeyan River	$ 225	$ 234	4.0%	8,036	$ 1,880,424
All areas of the former Palerang Council LGA west of Queanbeyan River	$ 225	$ 234	4.0%	438	$ 102,492
All areas of the former Queanbeyan City Council LGA	$ 225	$ 234	4.0%	20,131	$ 4,710,654
				28,605	**$ 6,693,570**

BUSINESS WASTE MANAGEMENT

In accordance with Section 501 of the *Local Government Act*, Council will charge an annual waste management charge for all non-domestic customers provided with a collection service.

Council recognises that many businesses operate private waste removal services because of the nature of their manufacturing or business processes. In these premises Council's waste service is not required. However, Council incurs costs in the administration and provision of the waste and recycling bins in business premises. As a result, Council imposes a mandatory charge for the availability of the service and an optional charge if the owner chooses to actually have a waste or recycling bin collected from the premises.

Waste Availability Charge BW1

Council's non-residential waste availability charge is applied to each parcel of land which is occupied for predominantly for non- residential purposes within a domestic waste zone. The charge will apply to rateable properties and those properties which are exempt from rates under Section 555 and 556 of the *Local Government Act* which are occupied for non-residential purposes, regardless of whether they utilise Council's waste management services. It covers Council's administrative costs of operating the business waste management program, access to the WAMI and advice and educational services such as ACTSmart and the school waste education program.

Where a property (other than a non-rateable property), includes both a commercial and residential component, the following charges shall be made:

- A BW1 waste availability charge; and
- A business waste charge if the service is utilised; and
- A separate mandatory domestic waste and recycling charge for each residential dwelling at the same site. (the type of DW charge at the discretion of the Waste Minimisation Coordinator, depending on the nature of the site)
- Examples of such premises include a shop with a dwelling at the rear or upstairs, a premise incorporating shop top housing, a caretakers unit in an industrial area.

Where a non-rateable premises includes both a business (as described in the dot points above) and A residential component, the premises will be charged a BW1 charge, a business waste charge if service utilized, and a separate mandatory domestic waste charge for each residential dwelling at the same site (includes retirement villages).

Business and Non-Residential Waste Management Charges

In accordance with Section 501 of the *Local Government Act*, Council will charge an annual waste management charge for all non-domestic customers provided with a collection service. All optional business waste services are based on the cost of providing the service. The charges reflect the reasonable administrative, operating and planning costs of providing the following services:

- Weekly collection, removal and disposal of up to 240L of light commercial/office waste (BW2)
- Fortnightly collection and removal of up to 240L of light commercial/office recyclables (BW4)
- Fortnighly collection and removal of up to 240L of light commercial office waste in areas that only have a fortnightly service (BW5)
- Fortnightly collection and removal of up to 240L of green waste only where the contractor agrees to service those premises. (BW8)
- Access to the business and office recycling program

Access to School Waste Education Program (schools only)

Code	Type	Annual Charge 2023-24	Annual Charge 2024-25	% Change	Number of Services	Projected Income
BW1	Waste availability charge	$ 148	$ 154	4.1%	1,322	$ 203,588
BW2	Each 240L Waste bin	$ 144	$ 150	4.2%	1,460	$ 219,000
BW4	Each 240L Recycling bin	$ 102	$ 106	3.9%	1,035	$ 109,710
BW5	Each Rural Waste 240L Waste (fortnightly)	$ 102	$ 106	3.9%	1	$ 106
BW8	Each 240L Greenwaste bin	$ 98	$ 102	4.1%	121	$ 12,342
					3,939	**$ 544,746**

WASTE RULES AND DEFINITIONS

Council's Waste, Organics and Recycling Bins rules of use

Council-issued waste, recycling and organics bins remain the property of Council and must remain at the premises to which they have been issued.

Only Council-issued waste/ recycling/ organics bins will be serviced by Council's waste services. Non-Council bins will not be serviced by Council.

Individual houses, rural premises and units that have their own sets of bins issued by Council, are required to present bins the evening before scheduled collection to the kerbside/ roadside. Ensure handle faces away from the road, lids are closed, bins are unobstructed, and contain the correct materials for each type of bin. Bins are to be stored securely as soon as possible after collection.

Multi-unit premises that share Council-issued bins are to leave bins in waste enclosures for servicing. Bin lids are to be closed with correct items to be disposed in each type of waste bin.

Any damage that Council considers is not usual wear and tear or damage that is a result of third party damage due to the resident or business not retrieving their bin after collection, will require the ratepayer to pay the replacement cost as specified in Council's fees and charges.

Lost and Stolen Bins

In the event that the bin has been stolen or considered lost, Council will investigate the matter. If Council determines the loss of the bin is due to one of the following, the occupier/ratepayer/managing agent will be charged for the cost of replacement bins as specified in fees and charges:

- The resident or business not retrieving their bin after collection
- Not storing the bins securely
- Bins that go missing between a change of tenancy or ownership.

The decision to replace the bin is at the discretion of the Council.

STORMWATER MANAGEMENT SERVICES CHARGE

In accordance with Section 496A of the *Local Government Act 1993* Council will charge a 'stormwater management service charge' against rateable properties for which the service is available.

Properties categorised as Residential (Not being Strata Titled)

A flat charge of $25 for a stormwater management service charge is to be charged against each eligible assessment categorised as residential within the urban stormwater catchment. This charge is uniform across all urban catchment areas to minimise administration costs.

Properties categorised as Residential (Strata Units)

The cost of managing stormwater runoff from impervious surfaces is usually substantially less per residential strata lot than per standard residential property. It is for this reason that a flat charge of $12.50 for a stormwater management service charge is to be levied against each eligible residential strata unit within the urban stormwater catchment. This charge is uniform across all urban catchment areas to minimise administration costs.

Properties categorised as Business (Not being Strata Titled)

A stormwater management service charge is to be charged against each eligible assessment (not being strata titled) categorised as business within the urban stormwater catchment area based on the total area of the assessment.

A charge of $25 plus an additional $25 for each 350m^2 or part thereof by which the area of the parcel of land exceeds 350m^2 for land within the Queanbeyan urban stormwater catchment area.

A charge of $25 plus an additional $25 for each 1,200m^2 or part thereof by which the area of the parcel of land exceeds 1,200m^2 for land within the Bungendore and Braidwood urban stormwater catchment areas.

The criteria for charging business properties by using property areas has been recommended using the guidelines provided by the Office of Local Government.

Scenario 1 – Business Strata Units Only

If the strata complex contains only business properties (i.e. not mixed development) the charge per strata unit will be calculated by using a charge of $25 per 350m² of the land area occupied by the strata scheme (or part thereof), proportioned by the unit entitlement of each lot in the strata scheme. In the event that this approach results in charge of less than $12.50 per unit, a minimum charge of $12.50 will be levied on each strata unit. If the strata complex is located in the Bungendore or Braidwood urban stormwater catchment, the land area of 1,200m^2 is used for the charge calculation.

This method of charging is consistent with the methodology used to charge non-strata titled business properties.

Scenario 2 – Business and Residential Strata Units (Mixed Development)

If the strata complex contains mixed development (i.e. properties rated as both business and residential) the dominant rating category of the total parcel of land, using data provided by the Valuer General, must be determined and charges will apply for Business strata units or Residential strata units as previously adopted. In the event that a mixed development is 50% residential and 50% business, Council has the discretion to determine whether to charge the property as a residential or business property.

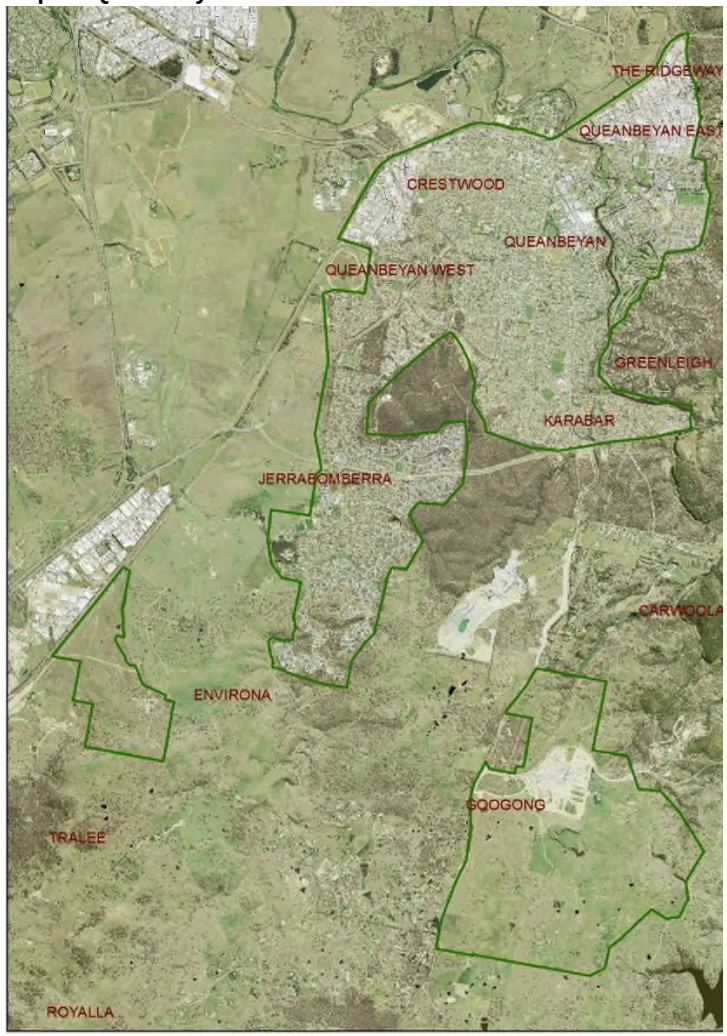
Urban Land Exempt from the Stormwater Management Service Charge

The same exemptions that apply to non-rateable properties for other rates and charges also apply in respect of the stormwater management service charge pursuant to the *Local Government Act*. In addition, the following properties are also exempted from this charge under the provisions:-

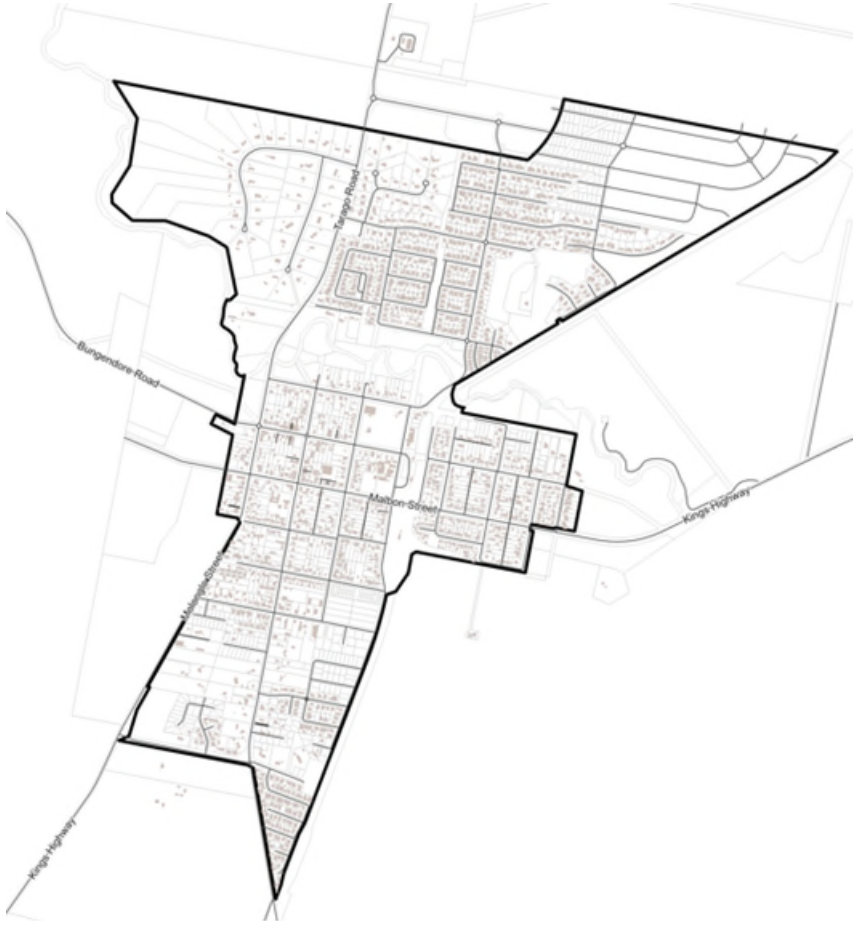
- Rateable land owned by the Crown.
- Rateable land under a lease for private purposes granted under the Housing Act 2001 or the Aboriginal Housing Act 1998.
- Vacant Land.
- Properties that do not receive a stormwater management service – as defined by the stormwater infrastructure maps.

Type	Annual Charge 2023-24	Annual Charge 2024-25	% Change	Number of Services	Projected Income
Residential	$ 25.00	$ 25.00	0.0%	13,702	$ 342,550
Residential strata / flats	$ 12.50	$ 12.50	0.0%	5,686	$ 71,075
Queanbeyan Business Premises (per 350m^2)	$ 25.00	$ 25.00	0.0%	4,286	$ 107,147
Bungendore / Braidwood Business Premises (per 1200m^2)	$ 25.00	$ 25.00	0.0%	187	$ 4,675
Business strata / units (per 350m^2)	$ 12.50	$ 12.50	0.0%	293	$ 3,663
				24,154	**$ 529,109**

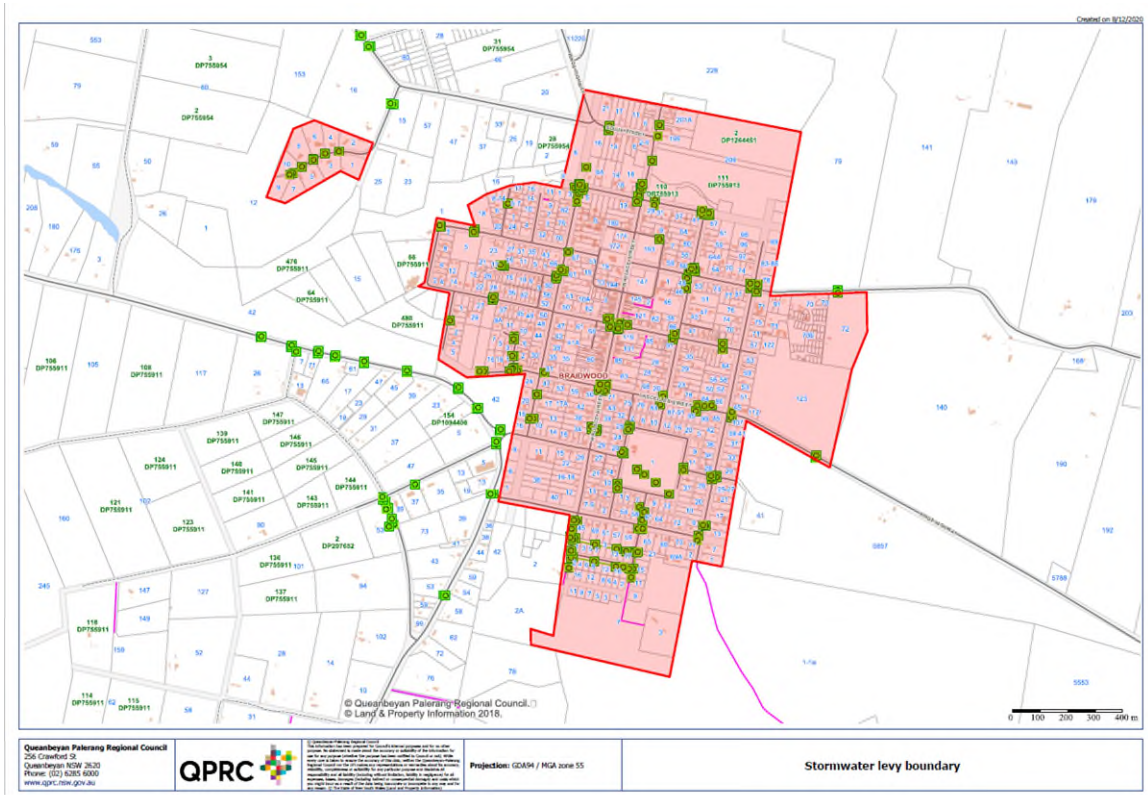
Map 10 Queanbeyan Urban stormwater catchment area



Map 11 Bungendore Urban stormwater catchment area



Map 12 Braidwood Urban stormwater catchment area



Pricing Policy

Council has assessed the cost of providing each of its services and programs to decide who should pay – property owners, through higher rates, or users of services through fees and charges.

Council reviews its fees and charges on an annual basis with the view of optimising the revenue base whilst at the same time attempting to ensure that the level of fees and charges are fair and equitable for community members using Council services.

The spectrum of services and programs provided by Council is very broad; at one end are customers who consume private services, who directly obtain specific benefits. They should pay for the full cost of the service through user fees and potentially a market margin to achieve a commercial market return that can contribute to the provision of public type services. At the other end of the spectrum are those services that are provided for public good with little or no charge to the consumer of the service.

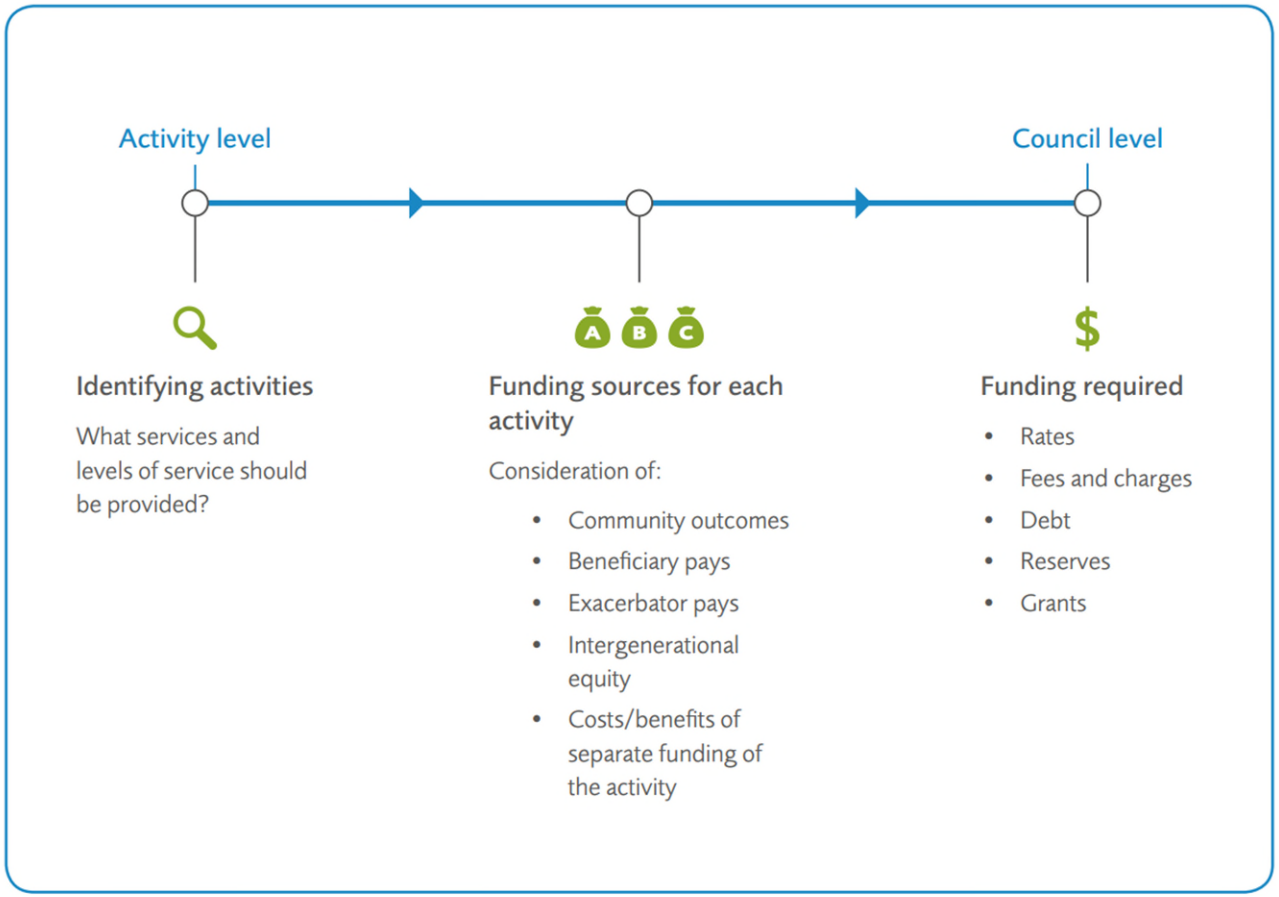
However, many of Council's services have a mix of public and private characteristics, so the challenge and opportunity for Council is to determine the most effective revenue strategy to fund the total service provision of Council. Strategically, this will enable Council to rebalance the revenue streams and identify those services that require future adjustments to the current service pricing regime. This supports Council's 'Narrow the Gap' principle which aims to progressively map and match asset and service expenses to related revenue sources, to inform and influence Council funding options so that the gap between those costs and revenues can be identified and policy levers utilised to improve alignment over time.

SERVICE FUNDING TARGETS

Service funding targets set the level of revenue that is appropriate for users to contribute for services, and offsets the increasing cost of services otherwise passed on to ratepayers through the general rate. Private services that benefit specific users are often better funded by user fees and charges, however many of Council's services have a mix of public and private characteristics. Council determines the source of funding for each service, considering equity between generations, fairness and affordability. The targets are shown in the summary tables, with detail and explanation describing the relevant equity considerations.

The specified funding source proportions are indicative only. They are not intended as an exact proportion, rather as a guideline or target. It is recognised that within each activity in any given year there may be justification for variation from those proportions. This could be from changes to market conditions, government policy or the demand for Council services. In order to reflect the uncertainty involved in these targets a range in each activity has been assessed.

Figure 3 – Methodology for determination of Service Funding Targets



COMMUNITY SERVICE OBLIGATION

The first step to determine the most appropriate source of funding for each service is consideration of the community outcomes and distribution of benefits between the community as a whole, any identifiable part of the community, and individuals.

Rating income is typically used to fund (or partly fund) infrastructure and services that are characterised as public goods or mixed goods where direct cost recovery is not practical or appropriate and where there are social reasons to distribute the cost of service provision across the community. The public benefit component for each Council service is also known as the Community Service Obligation (CSO).

A CSO arises when Council is required to carry out activities relating to outputs or inputs which it would not elect to do on a commercial basis, and which other businesses in the public or private sectors do not generally undertake, or which it would only do commercially at higher prices.[10] Council's CSO's are generally funded by rates and non-specific grants (the Financial Assistance Grant).

In making a judgement and determination on the apportionment of CSO for each service and program, the following characteristics have been considered:

1. **The user / beneficiary pays principle**: An activity should be funded on a user pays basis if an individual or group of individuals directly receive benefits of the activity exclusively and the costs of the activity can easily be attributed to that individual or group of individuals.
2. **The intergenerational equity principle:** For long-life infrastructure and services that will continue to occur over time, future users should enjoy the same, or improved standard of services at an equivalent future cost.

   For instance, investment in the community roads and stormwater infrastructure provides a long-term and ongoing benefit to the community , whereas a one-off grant for a particular activity will typically be short-term and temporary in nature.
3. **The exacerbator / polluter pays principle:** The extent to which the actions (or inaction) of particular individuals or groups contribute to the need to undertake the service. The principle suggests that fees should be set to disincentivise activities that negatively impact the achievement of community objectives.
4. **The costs and benefits, including consequences for transparency and accountability,** of funding the activity distinctly from other activities: This considers the efficiency or ability to separate and identify costs and then collect revenue, and the impact on demand for services.
5. **Community merit principle:** The use of private goods and services can also result in benefits to third parties - people who don't directly use them. In these cases, Council considers that the service may be provided on the basis of community need rather than willingness to pay. Eg regional sporting facilities.

The following tables show the analysis for each Council Service and Program, rate the importance of the 5 considerations against each service from Low to High and provide Council's determination of the CSO.

[10] *Steering Committee on National Performance Monitoring of Government Trading Enterprises* (SCNPMGTE) 1994 p 8

Table 1 Assessment of Community Service Obligation

Service	Program	Outputs	User/ beneficiary group	Intergenerational equity	Exacerbator pays	Costs and benefits	Affordability / Community merit	CSO	Private Benefit	Rationale
Culture	**Cultural Development**	Exhibitions Community Workshops Cultural Arts Assistance Public Art Cultural & Arts Consultative Committee	H	L	L	H	H	90-95%	5-10%	Events are often run in public spaces, normally with no limits on attendance, with the intention of encouraging participation, vibrancy and liveability. Therefore, it is often difficult to identify and charge individuals, and not appropriate to charge for entry. The principal benefits are to the community as a whole.
	Performance	Live performance program Venue hire for events Q Board	H	M	L	M	M	35-45%	55-65%	Community attendance of performing arts events facilitated by QPRC can be easily traced to private benefit. Artists and organisations are clearly direct beneficiaries of the usage of the Q. There is also a public benefit in having the facility available to community members and community groups, promoting performing arts for emerging arts and providing a performance arts facility locally.
	Community Gathering	Community Centres Bicentennial Hall	H	H	H	H	M	25-35%	65-75%	QPRC's halls are predominantly used by community groups for social and recreational use. Individuals and local communities benefit from the use of the facilities and there is a public benefit in having halls available to all people in the region, and an indirect benefit arising from the activities of local community volunteers who meet at public facilities. Placing a community rate on hall facilities helps to provide a more realistic perception of value by users and also prevents potential unlimited demand. Some churches / charities have external revenue sources and capacity to pay, whilst the Council has adopted a donations policy to support other groups that need assistance. The Bicentennial Hall is a large function venue suitable for private bookings of 300 to 600 people with a strategy to increase revenue to bring the facility to break-even over time.
	Events	Economic & Community Events Cultural Events Environmental Events Civic Events	H	L	L	H	H	90-95%	5-10%	Community attendance of events facilitated by QPRC can often not be traced back to private individuals. The principal benefits are to the community as a whole - these events bring people together, encouraging community identify and cohesion. They help build a sense of pride in the LGA and add to QPRC's reputation.
	Museums	Museums Braidwood Historical Museum	H	M	L	H	M	100%	0%	Council's museums are opened by volunteers, and the cost of collecting museum entry would outweigh the benefit.
Community	**Children**	Family Day Care Aboriginal Play School Children's Service Projects	H	H	L	M	H	5-15%	85-95%	The NSW Government is responsible for funding children's services, and therefore, Council's CSO, and the cost to Council ratepayers, is low. Family Day Care and children's services allows greater freedom for working parents as well as social and educational benefits for

Service	Program	Outputs	User/ beneficiary group	Intergenerational equity	Exacerbator pays	Costs and benefits	Affordability / Community merit	CSO	Private Benefit	Rationale
										children. Whilst private benefits accrue to the direct recipients, the benefit of children's services is also felt across the community.
	Youth	Youth Centre Early Intervention & Placement Prevention Program Youth Interagency Network Youth Week Event	H	H	L	M	H	50%	50%	The NSW Government is responsible for funding Youth Services, and Council may contribute resources to extend the service provision. Although the benefits will accrue to the groups and individuals who are recipients of the funding, the development of young people provides benefits across the community. An improved quality of life delivers clear private benefits and this complements the wider community indirectly gaining from positive externalities such as an energetic and valuable community members / labour force. User pays is inconsistent with the idea of strengthening community initiatives.
	Community Development	Programs and Projects Community Networks Support for Community Groups Social Planning Community Safety	H	M	L	M	H	95-100%	0-5%	Although the benefits will accrue to the groups and individuals who are recipients of the funding, the wider community also benefits from the expenditure. User pays is inconsistent with the idea of strengthening community initiatives. NSW Government has some CSO for community development and may provide program specific funding.
	Customer	Integrated customer service Call Centre Client feedback Client Survey New Residents	L	L	L	H	H	80-100%	0-20%	The benefit of customer service is available to all members of the community. Some time spent on private benefit work such as providing copies of planning documents and information is able to be directly recovered.
Education	**Library**	Collection management Digital Services Regional Support	M	H	M	H	H	90-95%	5-10%	The NSW Government is responsible for funding Public Library Services, however the funding provided has not kept up with the cost of the service, and it has been largely left to ratepayers to fund. The availability of public facilities, recreational reading, school holiday programs, digital services and reference materials for research projects benefits the individual users - however imposing fees would result in a significant reduction in usage and issues. Some user charges can be applied for specialised services and programs. The acquisition of knowledge has a high public benefit through improved knowledge, greater literacy and a well educated community.

Service	Program	Outputs	User/ beneficiary group	Intergenerational equity	Exacerbator pays	Costs and benefits	Affordability / Community merit	CSO	Private Benefit	Rationale
	Knowledge	Community Programs Research	H	M	L	H	H	95-98%	2-5%	Community programs provided through the public library benefit specific user groups, however the imposition of fees would result in a significant reduction in usage. The services provided indirectly benefit the broader community through community engagement and social engagement.
	By-Laws	Parking Private Carparks via agreements Abandoned Vehicles Local Order Policies Community Education Control of Burning	L	L	H	M	L	5%	0%	The cost should be borne by traffic offenders and other offenders, as it is the carrying out of offensive activities that gives rise to the need for the service. Additionally, financial disincentives are put in place through fines. These services recovery significantly more revenue, through enforcement than the operating costs. This supports Council's transport and parking strategies that aim to improve access to on-street parking, and generate additional funding for reinvestment into the CBD.
	Animals	Companion Animals Management Animal Pound Suburban Wild Cat Patrol Stock on Road	H	L	H	M	H	55-65%	35-45%	The collection and eventual redistribution of animals in society provides significant environmental public benefits as their protection and overall quality of life is significantly improved. This activity also gives rise to private benefits for pet owners. Most of the income recovered is based on animal registrations and fines, and set by State Government regulation, outside Council control.
	Aquatic	Queanbeyan Aquatic Centre Operation Swim School Regional Swimming Pools	H	H	L	H	H	50-60%	40-50%	Swimming pools provide social benefits such as swimming lessons, leisure opportunities and fitness for the elderly, people with health issues, children, parents and all sections of the community. The users of the pools are private beneficiaries and direct user charges are in place; however they do not cover all operational costs. Hence ratepayers fund the cost of pool infrastructure, and subsidise the cost of pool operations. Council's strategy is to incrementally reduce the CSO to match the cost of infrastructure provision - but only if it assesses that the user fees remain affordable for the majority of users.
	Sportsfields	Sportsfields maintenance Sportsfields bookings Sports Council External Activity Programs	H	H	M	H	H	90-95%	5-10%	Beneficiaries are the users, both local and visitors to the LGA, and user groups such as sports clubs. It is not feasible to charge for many council facilities as you cannot restrict access to reserves and playgrounds. All residents have access. State, National and International Games and Trials have a wider community benefit through the generation of visitation, local sports opportunities and economic activity.
Business	**Economic**	Economic Development Marketing Smart Cities Initiative Regional Liaison Business Networks Business Excellence Awards	L	L	L	H	H	100%	0	Private beneficiaries are the individuals that gain employment, retailers, tourist operators, motels and other businesses, but the whole community benefit from an increased population, wealth, employment, higher standard of living, improved recreation and larger rating base.

Service	Program	Outputs	User/ beneficiary group	Intergenerational equity	Exacerbator pays	Costs and benefits	Affordability / Community merit	CSO	Private Benefit	Rationale
		Skills and Industry Development CBD Transformation Strategy								
	Tourism	Tourism Planning Marketing Regional Coordination	M	L	L	H	M	100%	0	Increased visitation derived from tourism marketing and programs delivers economic benefit to business owners and employees, and the wider community through increased visitor spend, employment, improved recreation and more social events.
	Place Management	Business Liaison Christmas Promotions Presentation of the CBDs CBD Master Plan Shop Local Initiative Red Umbrella Markets / Pop Ups Place Activation	M	L	L	H	H	100%	0	Private beneficiaries are the individuals that gain employment, retailers, tourist operators, motels and other businesses, but the whole community benefit from an increased population, wealth and larger rating base. Place management delivers improved commercial returns, increased property values and activated safe public spaces for the whole community to enjoy.
	Certification	Construction Certificates Complying Development Certificates Building Certificates Compliance Certificates	H	L	H	H	L	0	100%	Whilst there is some general benefit because the community can be assured that buildings are safe, building control activities should be funded by the beneficiaries of the service + a commercial margin. Council services operate in a commercial market and Council should not seek to undercut private surveyors.
	Saleyards	Braidwood Saleyards Truckwash	H	M	L	H	M	0	100%	Direct benefits accrue to the agents, buyers and sellers who use the facility, and user fees are set to recover costs including reinvestment into the future renewal and upkeep of the facility.
	Caravan Parks	Caravan Park Riverbank Café Lease	H	L	L	H	L	0	100%	The primary beneficiaries are the users and lessees of the properties. They are considered an investment type of asset and therefore a commercial rate of return is expected.
Health	**Food / Premises**	Public Pool Monitoring Cooling Tower Monitoring Surface Water Monitoring Inspection of Swimming Pools and Spas Food Safety Inspection of skin penetration premises	H	H	H	H	H	85-93%	7-15%	There is a high level of public good in the general health monitoring and advisory service provided to the community. Public Health inspections of premises have private beneficiaries and recovered by user fees, but some user fees are set by legislation and therefore, full cost recovery is not always possible.
	Cemetery	Cemeteries Other Cemeteries Memorial Cemetery	H	H	M	H	H	20-30%	70-80%	There are private benefits for the families of the deceased. The public also benefits as family members can be buried in the community that they lived in. Council continues to review the pricing of cemetery services with a goal to not only recover the full cost of operation and provision of associated infrastructure, and to provide for the perpetual maintenance of cemetery gardens and grounds. The current pricing is significantly below market, and may be encouraging users outside the local government area to take up cemetery space for pricing reasons – at a detriment to local residents.
Development	**Development Assessment**	Development Applications Regional Panel Applications	H	H	M	H	L	60-70%	30-40%	There are two distinct beneficiaries of this activity, the first being the applicant and the second being the whole LGA community through the monitoring of development to ensure the region has quality, sustainable development. Fees and charges are capped by statutory limitations.

Service	Program	Outputs	User/ beneficiary group	Intergenerational equity	Exacerbator pays	Costs and benefits	Affordability / Community merit	CSO	Private Benefit	Rationale
	Subdivision Assessment	Subdivision Applications	H	H	M	H	L	60-70%	30-40%	There are two distinct beneficiaries of this activity, the first being the developer and the second being the whole LGA community through the facilitation of appropriately planned growth and development across the region. Fees and charges are capped by statutory limitations.
	Development Contributions	Development Contribution Plans Section 64 Development Servicing Plans Local Planning Agreements	M	H	H	H	L	0	100%	Both the developer and the whole LGA community benefit from the careful preparation of appropriate developer contribution plans that record the community infrastructure required to be provided and upgraded with new development, including the calculation of costs and allocation of costs between developers and ratepayers. The full cost of developer contribution plans should be passed on to developers via developer contributions.
	Development Control	Development Control	M	H	M	L	H	80-90%	10-20%	Development Control Services ensures the LGA grows in a controlled way that is environmentally sustainable, enhances community cohesion, and encourages high-quality developments. The benefits of improved infrastructure and co-ordinated growth will be felt across the LGA.
Urban Landscapes	**Parks and Reserves including Showgrounds**	Parks and Reserves Gardens and Urban Spaces Playgrounds Urban Trees Graffiti Removal Greenways Management	L	H	M	H	H	95-98%	2-5%	Beneficiaries are the users, both local and visitors to the LGA, and user groups such as sports clubs. It is not feasible to charge for many council facilities as you cannot restrict access to reserves and playgrounds. All residents have access.
	CBD	CBD Street Cleaning CBD Presentation CBD Renewal and Beautification	L	M	H	H	H	100%	0	Property owners and tenants in the CBD directly benefit from CBD maintenance. Additionally, the provision of clean, safe, well presented CBD roads, footpaths and landscapes is a direct benefit to all visitors, tourists, pedestrians and other traffic, and an indirect benefit to the broader community who benefit from opportunities created via economic activity. These benefits cannot be traced to individual use and therefore this is a public benefit.
	Signage	Urban Signage and Street Furniture Signage and Street Furniture Replacement Street Furniture	L	M	H	H	H	100%	0	These benefits cannot be traced to individual use and are considered a public benefit.
	Public Amenities	Public Conveniences	L	H	M	H	H	100%	0	These benefits cannot be traced to individual use and therefore this is a public benefit. The provision of clean, safe public amenities benefit all users of community facilities, tourists and locals, and indirectly benefit local businesses who benefit from increased visitation to the region.
	Community Land	Bushland management Crown Land	L	H	M	H	H	100%	0	QPRC's community land is non-restrictive and available for use by the general public. These open areas generally provide private benefits for groups such as small families but the quality of the facilities provide benefits for the general public too.

Service	Program	Outputs	User/ beneficiary group	Intergenerational equity	Exacerbator pays	Costs and benefits	Affordability / Community merit	CSO	Private Benefit	Rationale
Natural Landscapes	**Biodiversity**	Native species conservation works Land management education Biodiversity survey and management planning	L	H	M	H	H	100%	0	The whole community benefits from council's undertaking to maintain and enhance the areas natural landscapes. There may be benefits to certain communities within the LGA, for example a program to eradicate pest animals from a particular area, in general the benefits of this service are to the community as a whole. This activity has long term benefits to protect the ecological, heritage, recreational and social values of natural and semi-natural areas. The work aids the health of the environment by protecting and restoring the land, water-based ecosystems to sustain their natural processes and to provide habitats for plants and animals, and to protect agricultural productivity.
	Catchment	Catchment Plans	L	H	M	H	H	100%	0	The whole community benefits from catchment management plans and strategies for the provision of safe drinking water, improved habitat and lifestyle benefits through improved amenity
	Biosecurity	Weed control on council land (includes hazard reduction) Grazing permits Weed education, inspection and enforcement Weed survey and management planning Pest animals on Council land	L	H	H	M	H	25-35%	65-75%	The NSW Government is responsible for biosecurity, through the Department of Primary Industries, and provides part funding for biosecurity on public lands – about 1/3 of Council funding. Farmers and agriculture industry operators benefit, along with the whole community, from the council's undertaking to minimise pests, disease, weeds and contaminants from the area's natural landscapes.
	Environmental Health	Environmental Protection and Compliance On-site Sewage System Management Reticulated Water Supply Monitoring	M	H	H	H	H	80-85%	15-20%	In investigating pollution events, it is often impossible to identify offenders or impractical to recover enforcement costs. The whole community benefits from these activities. Fines for breaches of legislation are set by legislation. Fees for certain activities apply - such as the installation of woodsmoke heaters. Legislation requires all drinking water suppliers to implement a quality assurance program for the safe supply of drinking water. Council has a partnership with NSW Health to monitor the supply network in proportion to the size of the population. The private beneficiaries of Council's OSSM inspection activity are the owners of onsite sewage systems. Whilst private beneficiaries are easy to identify, Council has adopted an efficient charging system, spreading the annual cost to all OSSM owners through an annual charge.

Service	Program	Outputs	User/ beneficiary group	Intergenerational equity	Exacerbator pays	Costs and benefits	Affordability / Community merit	CSO	Private Benefit	Rationale
Sustainability	**Education**	Environmental Education WaterWise and SewerageWise Programs	L	H	L	H	H	100%	0	Enhanced awareness of the benefits of a sustainable council benefits the public, both now and into the long term future.
	Monitoring and Reporting	Sustainable Building and Infrastructure Planning	M	H	M	L	H	100%	0	Improved environmental standards benefit the building owner (Council) and reduce future energy costs; and improve community awareness and leadership of the benefits of long term financial sustainability. This is treated as a public benefit.
	Sustainability Projects	Sustainable Projects	L	H	L	H	H	100%	0	Sustainable projects will benefit the general public both now and into the long term future.
Land-Use Planning	**Land-Use Planning**	Planning Instruments Planning Proposals Planning Strategies and Policies Advice to Council on planning matters Regional Planning Rural Lands Strategy	H	H	M	H	M	90-95%	5-10%	Land-use planning is a legislative requirement which ensures that growth and conservation occurs in a controlled way that is environmentally sustainable, enhances community cohesion, encourages high quality developments and preservation of the LGA's built and natural resources. The benefits of improved infrastructure and coordinated growth will be felt community wide. Planning proposals are one of the means by which land-use planning occur and often benefit a particular landowner or group of owners.
	Community Land	Plans of Management Crown Land	L	H	M	H	H	100%	0%	QPRC's community land is non-restrictive and available for use by the general public. These open areas generally provide private benefits for groups such as small families but the quality of the facilities provide benefits for the general public too.
	Spatial / LIS / Naming	Land information systems GIS data layer management	L	M	L	L	M	95-100%	0-5%	Spatial data and land information systems provides information to support land-use planning for development that produces the best long term result for the public benefit. It is used by Council for land-use planning and emergency services and also derives private benefit for property owners, developers and real estate businesses.
	Heritage	Queanbeyan-Palerang heritage Heritage Week and Awards	L	H	M	L	M	85-90%	10-15%	Nurturing QPRC's rich heritage items and areas enhances a sense of community and provides public benefit. An economic benefit is also provided in cases where properties are privately owned.
	Certificates	Certificates	H	L	L	L	L	55-65%	45-55%	The beneficiaries are land owners and applicants that apply for property information, they are easy to identify and charges are simple however the Government has placed a statutory limit on income that may be collected. There is a general public benefit in holding and retaining property information that is available to the community.
Transport	**Roads**	Sealed Roads Unsealed Roads Kerb & Gutter State and Regional Roads Intersection Treatment Street Sweeping Signs and Road Furniture Roadside Litter	L	H	L	L	H	80-90%	10-20%	The beneficiaries of council's Transport Program are road users, QPRC ratepayers and the wider community. Private beneficiaries for works on State and Regional Roads include the NSW Government, contract fee arrangements reflect these arrangements. Additionally, the Federal Government has a responsibility for road maintenance and pays some contribution toward road renewal through the Roads to Recovery Program.
	Bridges	Bridges and Culverts	L	H	L	L	H	100%	0	The beneficiaries of council's Transport Program are road users, QPRC ratepayers and the wider community.

Service	Program	Outputs	User/ beneficiary group	Intergenerational equity	Exacerbator pays	Costs and benefits	Affordability / Community merit	CSO	Private Benefit	Rationale
	Footpaths / Cycleways	Footpath Cycleway	L	H	L	L	H	100%	0	The beneficiaries of council's Transport Program are road users, QPRC ratepayers and the wider community.
	Traffic/Safety	Road Safety Bus Stops Pedestrian Safety Traffic Committee South East Weight of Loads Cycle Strategy and Pedestrian Mobility Street Lighting	L	H	L	L	H	60-70%	30-40%	The beneficiaries of council's Transport Program are road users, QPRC ratepayers and the wider community. The Road Safety Officer program is the responsibility of NSW Transport, and is partly funded by the State Government.
	Parking	Carparks (CBD) Carparks - other	L	H	L	L	H	100%	0	The beneficiaries of council's Transport Program are road users, QPRC ratepayers and the wider community. In line with the carparking strategy, Council may lease carspaces within its public undercover (basement/multilevel) carparks to be constructed in coming years. Private tenants within the QCCP building will be charged commercial rates with their property lease, and public parking may also be charged.
	Public Transport	Transport Strategy	L	H	L	L	H	100%	0	The beneficiaries of council's Transport Program are road users, QPRC ratepayers and the wider community.
Logistics	**Emergency**	RFS SES Flood Management Disaster Management	L	H	L	H	H	65-70%	25-30%	Emergency services is a responsibility of the State Government that has been cost-shifted to Local Government and ratepayers over time. The Government collects a levy from Council (ratepayers) to fund the services, and reimburses around 25% per annum. All members of the public benefit from having properly funded emergency services agencies and proper disaster management plans in place.
	RMS Contract	RMS Contract	H	L	L	L	L	0	100%	Council provides private works to NSW Transport through a State Roads maintenance contract. Council aims to make a margin of up to 12.5% on the service cost, which is able to be reinvested back into local roads maintenance.
	Private Works	Works on Private Land Chargeable Works	H	L	L	L	L	0	100%	Council provides limited private works to local land owners for special services. Council aims to recoup all costs.

SUMMARY OF FUNDING TARGETS

The funding proportions outlined in this table represent the draft budget for 2024/25, ie the share of the gross operating costs borne by each group of ratepayers and users.

Table 2 Funding source proportions for operating costs

Service	Program	Rates & Annual Charges	Fees & Charges	Grants & Contributions
Culture	Cultural Development	96.1%	3.9%	0.0%
	The Q (Performing Arts)	48.6%	51.4%	0.0%
	Community Gathering	44.1%	55.9%	0.0%
	Events	95.3%	4.0%	0.7%
	Museums	100.0%	0.0%	0.0%
Community	Children	11.1%	6.6%	82.3%
	Youth	49.5%	0.0%	50.5%
	Community Development	100.0%	0.0%	0.0%
	Customer	81.0%	19.0%	0.0%
Education	Library	91.2%	1.1%	7.7%
	Knowledge	100.0%	0.0%	0.0%
	By-Laws	0.6%	99.4%	0.0%
	Animals	72.8%	27.2%	0.0%
Recreation	Aquatic	62.5%	37.5%	0.0%
	Sporting Fields	93.8%	5.9%	0.3%
Business	Economic	99.5%	0.7%	-0.2%
	Tourism	99.7%	0.3%	0.0%
	Place Management	88.9%	3.7%	7.4%
	Certification	17.1%	82.9%	0.0%
	Saleyards	4.8%	95.2%	0.0%
	Caravan Parks	7.6%	92.4%	0.0%
Health	Food / Premises	91.5%	8.5%	0.0%
	Cemetery	40.6%	59.4%	0.0%
Development	Development Assessment	65.5%	34.5%	0.0%
	Subdivision Assessment	71.3%	28.7%	0.0%
	Development Contributions	100.0%	0.0%	0.0%
	Development Control	98.5%	1.5%	0.0%
Urban Landscapes	Parks & Reserves (including showgrounds)	99.2%	0.8%	0.0%

Service	Program	Rates & Annual Charges	Fees & Charges	Grants & Contributions
	CBD	100.0%	0.0%	0.0%
	Signage	100.0%	0.0%	0.0%
	Public Amenities	100.0%	0.0%	0.0%
	Community Land	72.5%	0.0%	27.5%
Natural Landscapes	Biodiversity	100.0%	0.0%	0.0%
	Catchment	100.0%	0.0%	0.0%
	Biosecurity	71.9%	0.0%	28.1%
	Environmental Health	83.6%	16.4%	0.0%
Sustainability	Education	100.0%	0.0%	0.0%
	Monitoring and reporting	100.0%	0.0%	0.0%
	Sustainability Projects	100.0%	0.0%	0.0%
Land-Use Planning	Land-Use Planning	93.9%	6.1%	0.0%
	Community Land	100.0%	0.0%	0.0%
	Spatial/LIS/Naming	98.9%	1.1%	0.0%
	Heritage	79.8%	0.0%	20.2%
	Certificates	51.9%	48.1%	0.0%
Transport	Roads	83.1%	0.5%	16.3%
	Bridges	100.0%	0.0%	0.0%
	Traffic/Safety	67.6%	2.5%	30.0%
	Parking	100.0%	0.0%	0.0%
Logisitics	Emergency	75.1%	0.3%	24.6%
	RMS Contract	-13.0%	113.0%	0.0%

PRICING PRINCIPLE APPLIED TO INDIVIDUAL FEES

In addition to the strategic review of the CSO and direct user funding targets applied to each Service and Program, Council applies a pricing principle in the setting of each specific fee, in accordance with Table 3. The pricing principles are referenced within the fees and charges document to provide transparency over the driving principle used in setting each fee.

Table 3 Pricing Principles Applied to Individual Fees

Ref	Pricing Principle		Pricing Basis
A	Public Good	Service provides a broad community benefit. Inconceivable or impractical to charge for service on a user basis	Zero Cost Recovery
B	Practical Constraint	Service is a minor part of the overall operation of the Council, or the potential for revenue collection is so minor as to be outweighed by the costs of collection.	Zero Cost Recovery

Ref	Pricing Principle		Pricing Basis
C	Shared Benefit	Benefits from provision of the service accrue to the community as whole as well as individual users (Community Service Obligation).	Partial Cost Recovery
D	Stimulus	A stimulus to the demand for the service is required. In the short term, only part of the cost of the service is to be recovered.	Partial Cost Recovery
E	Evasion	Charging prices to recover full cost may result in widespread evasion.	Partial Cost Recovery
F	Amended	The service is targeted to low income users.	Partial Cost Recovery
G	Economic / Social / Community Welfare	Service promotes or encourages local economic or social activity	Partial Cost Recovery
H	Private Good	Service benefits particular users, making a contribution to their individual income, welfare or profits, without any broader benefits to the community.	Full Cost Recovery
I	Monopoly	Council has a monopoly over provision of the service and there is no community service or equity obligation.	Full Cost Recovery
J	Development	Fee set will enable Council to develop and maintain a service.	Full Cost Recovery
K	Contribution	Charges levied to compensate community for an increase in demand for service or facilities as a consequence of a development proposal.	Full Cost Recovery
L	Regulatory: Non-fixed	Fee charges to cover costs incurred by legislative requirements where no community service obligation exists.	Full Cost Recovery
M	Regulatory: Fixed	Fee fixed by legislation.	Regulatory
N	Market	Service provided is in competition with that provided by another council or agency (private or public) and there is pressure to set a price which will attract adequate usage of the service.	Reference Pricing
O	In-house	Service provided predominantly for Council use but sale to external markets may defray costs.	Reference Pricing
P	Entrepreneurial	The service is a profit making activity and the price paid by users should recover an amount greater than the full cost of providing that service.	Rate of Return Pricing
Q	Penalty	Fee charge is greater than cost of the service so as to act as a disincentive.	Rate of Return Pricing
R	Utility	Fee charges for possession, occupation or enjoyment of Council Land, Public Land and Air Space by Gas, Electricity, Telecommunications and Water Utilities.	Rate of Return Pricing

Appendix

Rates and annual charges - comparison of Typical Value Properties

Example property - Median Value Examples	Valuation 2022	General Rates	Water, sewer, waste, stormwater charges	Pensioner Rebate	July 2023 Rates Notice	Valuation 2022	General Rates	Water, sewer, waste, stormwater charges	Pensioner Rebate	July 2024 Rates Notice	1 Year $ Change	% Change
Residential Queanbeyan	467,000	1,601	1,713	-	**3,314**	467,000	1,889	1,803	-	**3,692**	378	11.41%
Residential Queanbeyan (pensioner)	467,000	1,601	1,713	(465)	**2,849**	467,000	1,889	1,803	(465)	**3,227**	378	13.28%
Residential Jerrabomberra	627,000	1,976	1,713	-	**3,689**	627,000	2,332	1,803	-	**4,135**	446	12.08%
Residential Jerrabomberra (pensioner)	627,000	1,976	1,713	(465)	**3,224**	627,000	2,332	1,803	(465)	**3,670**	446	13.83%
Residential Googong	533,000	1,843	2,016	-	**3,859**	533,000	2,175	2,088	-	**4,263**	404	10.47%
Residential Googong (pensioner)	533,000	1,843	2,016	(465)	**3,394**	533,000	2,175	2,088	(425)	**3,838**	444	13.09%
Residential Rural	1,060,000	1,741	869	-	**2,610**	1,060,000	2,054	906	-	**2,960**	350	13.41%
Residential Rural (pensioner)	1,060,000	1,741	869	(338)	**2,272**	1,060,000	2,054	906	(378)	**2,582**	310	13.65%
Residential Bungendore	550,000	1,229	2,400	-	**3,629**	550,000	1,450	2,571	-	**4,021**	392	10.80%
Residential Bungendore (pensioner)	550,000	1,229	2,400	(425)	**3,204**	550,000	1,450	2,571	(465)	**3,556**	352	10.98%
Residential Braidwood	270,000	836	2,509	-	**3,345**	270,000	986	2,684	-	**3,670**	325	9.72%
Residential Braidwood (pensioner)	270,000	836	2,509	(425)	**2,920**	270,000	986	2,684	(465)	**3,205**	285	9.77%
Residential Captains Flat	156,000	646	2,375	-	**3,021**	156,000	762	2,546	-	**3,308**	287	9.50%
Residential Captains Flat (pensioner)	156,000	646	2,375	(425)	**2,596**	156,000	762	2,546	(465)	**2,843**	247	9.52%
Residential Rural	611,000	1,197	269	-	**1,466**	611,000	1,412	278	-	**1,690**	224	15.29%
Residential Rural (pensioner)	611,000	1,197	269	(250)	**1,216**	611,000	1,412	278	(290)	**1,400**	184	15.15%
Business Queanbeyan CBD	694,000	7,908	1,644	-	**9,552**	694,000	9,332	1,725	-	**11,057**	1,505	15.76%
Business Queanbeyan General	784,000	8,927	1,689	-	**10,616**	784,000	10,534	1,776	-	**12,310**	1,694	15.96%
Business Queanbeyan Industrial	543,000	3,846	1,689	-	**5,535**	543,000	4,538	1,776	-	**6,314**	779	14.08%
Business Googong	1,096,000	12,017	1,942	-	**13,959**	1,096,000	14,181	2,011	-	**16,192**	2,233	15.99%
Business Jerrabomberra	1,360,000	15,079	5,092	-	**20,171**	1,360,000	17,793	5,309	-	**23,102**	2,931	14.53%
Business Bungendore	535,000	1,168	2,400	-	**3,568**	535,000	1,378	2,570	-	**3,948**	381	10.67%
Business Braidwood	284,000	857	2,367	-	**3,224**	284,000	1,011	2,536	-	**3,547**	323	10.02%
Farmland	1,300,000	2,531	269	-	**2,800**	1,300,000	2,987	278	-	**3,265**	465	16.60%
Farmland (pensioner)	1,300,000	2,531	269	(250)	**2,550**	1,300,000	2,987	278	(290)	**2,975**	425	16.66%
Farmland	2,030,000	3,176	225	-	**3,401**	2,030,000	3,748	234	-	**3,982**	581	17.08%
Farmland (pensioner)	2,030,000	3,176	225	(290)	**3,111**	2,030,000	3,748	234	(290)	**3,692**	581	18.67%

Rates and annual charges - comparison of Low Value Properties

Example property - Low Value Examples	Valuation 2022	General Rates	Water, sewer, waste, stormwater charges	Pensioner Rebate	July 2023 Rates Notice	Valuation 2022	General Rates	Water, sewer, waste, stormwater charges	Pensioner Rebate	July 2024 Rates Notice	1 Year $ Change	% Change
Residential Queanbeyan, vacant land	38,011	594	1,092	-	**1,686**	38,011	701	1,151	-	**1,852**	166	9.85%
Residential Googong	40,073	686	1,836	-	**2,522**	40,073	810	1,933	-	**2,742**	221	8.76%
Residential Googong (pensioner)	40,073	686	1,836	(465)	**2,057**	40,073	810	1,933	(465)	**2,277**	221	10.74%
Residential Bungendore	146,100	662	2,388	-	**3,050**	146,100	781	2,559	-	**3,339**	290	9.51%
Residential Bungendore (pensioner)	146,100	662	2,388	(425)	**2,625**	146,100	781	2,559	(465)	**2,874**	250	9.52%
Residential Braidwood, vacant land	95,105	590	2,064	-	**2,654**	95,105	696	2,222	-	**2,918**	264	9.95%
Residential Rural	14,500	475	225	-	**700**	14,500	560	234	-	**794**	94	13.46%
Residential Rural (pensioner)	14,500	475	225	(250)	**450**	14,500	560	234	(290)	**504**	54	12.05%
Business Queanbeyan CBD	99,440	1,830	1,427	-	**3,257**	99,440	2,160	1,506	-	**3,666**	409	12.56%
Business Queanbeyan General	131,167	1,956	1,427	-	**3,382**	131,167	2,308	1,510	-	**3,817**	435	12.87%
Business Queanbeyan Industrial	36,470	776	1,283	-	**2,059**	36,470	916	1,356	-	**2,271**	213	10.34%
Business Googong	96,981	1,805	1,283	-	**3,088**	96,981	2,131	1,324	-	**3,454**	366	11.87%
Business Bungendore, vacant land	81,934	607	2,367	-	**2,974**	81,934	716	2,571	-	**3,287**	313	10.54%
Business Braidwood	294,000	869	2,973	-	**3,842**	294,000	1,026	3,164	-	**4,190**	348	9.05%
Farmland	165,000	1,528	225	-	**1,753**	165,000	1,803	234	-	**2,037**	284	16.22%
Farmland (pensioner)	165,000	1,528	225	(290)	**1,463**	165,000	1,803	234	(290)	**1,747**	284	19.43%

Rates and annual charges - comparison of High Value Properties

Example property - Low Value Examples	Valuation 2022	General Rates	Water, sewer, waste, stormwater charges	Pensioner Rebate	July 2022 Rates Notice	Valuation 2022	General Rates	Water, sewer, waste, stormwater charges	Pensioner Rebate	July 2023 Rates Notice	1 Year $ Change	% Change
Residential Queanbeyan	1,700,000	4,494	1,713	-	**6,207**	1,700,000	5,303	1,803	-	**7,106**	899	14.48%
Residential Queanbeyan (pensioner)	1,700,000	4,494	1,713	(465)	**5,742**	1,700,000	5,303	1,803	(465)	**6,641**	899	15.66%
Residential Googong, vacant land	1,890,000	5,027	1,680	-	**6,707**	1,890,000	5,932	1,771	-	**7,703**	996	14.85%
Residential Bungendore	1,100,000	2,001	2,509	-	**4,510**	1,100,000	2,360	2,684	-	**5,044**	535	11.86%
Residential Bungendore (pensioner)	1,100,000	2,001	2,509	(425)	**4,085**	1,100,000	2,360	2,684	(465)	**4,579**	495	12.11%
Residential Braidwood	718,000	1,464	2,400	-	**3,864**	718,000	1,728	2,571	-	**4,299**	434	11.24%
Residential Braidwood (pensioner)	718,000	1,464	2,400	(425)	**3,439**	718,000	1,728	2,571	(465)	**3,834**	394	11.47%
Residential Rural	1,940,000	2,807	357	-	**3,164**	1,940,000	3,311	326	-	**3,637**	474	14.98%
Residential Rural (pensioner)	1,940,000	2,807	313	(250)	**2,870**	1,940,000	3,311	326	(290)	**3,347**	478	16.65%
Business Queanbeyan CBD	2,170,000	22,996	7,584	-	**30,580**	2,170,000	27,135	8,020	-	**35,155**	4,576	14.96%
Business Queanbeyan General	4,000,000	43,271	11,125	-	**54,396**	4,000,000	51,060	11,575	-	**62,635**	8,239	15.15%
Business Queanbeyan Industrial	4,450,000	27,526	4,887	-	**32,413**	4,450,000	32,480	5,162	-	**37,642**	5,230	16.13%
Business Googong	1,253,300	13,625	1,268	-	**14,893**	1,253,300	16,078	1,324	-	**17,402**	2,509	16.85%
Business Bungendore	961,000	1,696	2,325	-	**4,020**	961,000	2,001	2,489	-	**4,490**	469	11.67%
Business Braidwood	686,000	1,355	3,643	-	**4,998**	686,000	1,599	3,806	-	**5,405**	407	8.15%
Farmland	19,700,000	18,791	269	-	**19,060**	19,700,000	22,173	234	-	**22,407**	3,348	17.56%
Farmland (pensioner)	19,700,000	18,791	269	(290)	**18,770**	19,700,000	22,173	234	(290)	**22,117**	3,348	17.83%