




In accordance with the *Local Government Act 2009*, *Local Government Regulation 2012* and Council of the City of Gold Coast's (Council) adopted budget resolutions, all rates and charges are due and payable within 31 days of the issue of the rate notice on which the rates or charges are levied. Any overdue amounts will attract penalty interest at the appropriate rate until either full payment (including the interest) is made or a satisfactory payment arrangement is approved by Council.

How to pay your rates



**Pay using BPAY®**

**Biller Code:** 575217  
**Ref:** Use Notice Number


**Telephone & Internet Banking – BPAY®**  
Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account.

*No surcharge by the City applies when using a credit card to pay by BPAY®.*


**BPAY View®:** view and pay this notice using internet banking.

**BPAY View Registration No:** use the **Notice Number** located at the top left of page 1.

**www.bpay.com.au**  
® Registered to BPAY Pty Ltd ABN 69 079 137 518


 **Pay by phone**  
Call us on **1300 886 731** (or from outside Australia call **+61 7 5667 5995**) anytime to pay with MasterCard or Visa.  
*Payments by credit card will incur a surcharge. See BPAY® option to avoid surcharge.*

**Payment Reference Number:** use the **Notice Number** over the page.




**Pay online**  
Visit **cityofgoldcoast.com.au/payments** and follow the links to pay with MasterCard or Visa.  
*Payments by credit card will incur a surcharge. See BPAY® option to avoid surcharge.*


**Payment Reference Number:** use the **Notice Number** over the page.



**BPOINT in person**  
Pay at any Commonwealth Bank branch with cash, cheque or money order.



**Post Billpay in person**  
Pay at any Australia Post office and present the entire notice when making payment. Payment by cash, cheque or debit card only.  
*Payments will incur a transaction fee. See BPAY® option to avoid a City transaction fee.*




**Customer Service Centre in person**  
Payment options include:  
Debit Card – *surcharge free*  
MasterCard or Visa – *surcharge applies*

**Cash is not accepted.**  
For locations and opening hours visit **cityofgoldcoast.com.au/contactus**


Manage and pay your rates with My Account

View, manage and make payments. Set up a payment plan or a direct debit. Register at **cityofgoldcoast.com.au/myaccount** for secure and convenient access to manage your rates and water accounts anytime.


**How to contact us**



**cityofgoldcoast.com.au/rates**




**07 5667 5995 or 1300 366 659**  
Monday to Friday 7am – 6pm  
(or from outside Australia call **+61 7 5667 5995**)



City of Gold Coast  
PO Box 5042 GOLD COAST MC QLD 9726

**Voluntary koala contribution**

NOTE: This BPAY® number is for voluntary contributions to the acquisition and enhancement of the City's koala habitat only.



**Biller Code:** 37424  
**Ref:** Use Notice Number

**NOT TO BE USED FOR RATE PAYMENTS**

**Telephone and Internet Banking – BPAY®**  
Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account.  
More info: **www.bpay.com.au**

Details of cheque(s) etc, customer to complete.

Drawer	Bank or BSB	Branch	Amount
			\$
			\$
			\$

Proceeds of cheques, etc. will not be available until cleared.

Current rating period 1 January 2025 to 30 June 2025

**CHARGES CONSOLIDATED ON RATE NOTICE**UNIT 6, 78 Nerang Connection Road, NERANG QLD 4211  
Lot 6 SP160160**DETAILS OF STATE GOVERNMENT AND ASSOCIATED CHARGES**

## VOLUNTEER FIRE BRIGADE

Volunteer Fire Brigade Separate Charge \$1.00

## EMERGENCY MANAGEMENT

RESIDENTIAL UNIT that is a lot 1 @ \$121.70 \$121.70

**TOTAL OF STATE GOVERNMENT AND ASSOCIATED CHARGES****\$122.70****DETAILS OF COUNCIL RATES AND CHARGES**

## OPEN SPACE INCLUDING KOALA HABITAT

Open Space including Koala Habitat, Maintenance and Enhancement Separate Charge \$30.50

## WASTE MANAGEMENT

PART A - Waste Management Utility Charge (General) \$177.40

PART B - Waste Management Utility Charge (State Waste Levy Cost Component)\* \$0.00

## RECYCLING

Recycling Utility Charge \$5.82

## GENERAL RATE

CATEGORY 1T - Residential 1 \$94,444 AV @ \$0.002103605 (minimum amount applied) \$631.85

## RECREATIONAL SPACE

Recreational Space Separate Charge \$15.10

## CITY TRANSPORT

City Transport Improvement Separate Charge \$105.00

**TOTAL OF COUNCIL RATES AND CHARGES****\$965.67**

\* Council, as the operator of a levyable waste disposal site, is liable to pay a monthly waste levy to the State under the *Waste Reduction and Recycling Act 2011*. For the financial year 2024/2025, the State has paid Council, as a local government affected by the waste levy, an annual payment in the amount of \$23,259,075, in one instalment on 24th June 2022. The purpose of the payment is to mitigate any direct impacts of the waste levy on households in Council's local government area. This payment, in conjunction with Council waste diversion and recycling initiatives, results in your waste management Part B charge as seen above of \$0.00.

---

**View and pay your rates online with My Account.**

Register today.

[cityofgoldcoast.com.au/myaccount](https://cityofgoldcoast.com.au/myaccount)

---

# Rate information

Your City of Gold Coast (City) rates are payable every six months, usually in August and February. The standard charges you are likely to see on the rate notice are:



### Volunteer Fire Brigade

The Volunteer Fire Brigade Charge helps subsidise the operational expenses of rural fire brigades; supplementing the Emergency Management Levy.



### Emergency Management Levy

We collect the State Emergency Management Levy on behalf of Queensland Fire and Emergency Services. The levy is used to fund our emergency services. The amount of the levy depends on the classification of your property. [qfes.qld.gov.au](http://qfes.qld.gov.au)



### General Rate

The City is required by law to levy a General Rate or Differential General Rate on every rateable property each financial year. The General Rate raises the revenue needed to run the city and pay for infrastructure and a range of services and activities. Just some of these include lifeguards, waterways, animal management and economic development initiatives. The value of your property, determined by the State Government, is the basis for calculating the General Rate. To smooth out increases in the General Rate caused by unexpected spikes in property values in any given year, the City uses an averaged value over three years. A minimum General Rate applies if the value of a property is below a determined threshold.



### Waste Management Service

The Waste Management Utility Charge covers the cost of accessing Waste and Recycling Centres, in addition to the collection and disposal/processing of solid waste and recyclables from your property.



### Recycling Utility Charge

The Recycling Utility Charge is used to fund recycling initiatives, aimed at minimising waste to landfill. This includes infrastructure, land and services that aren't funded via the Waste Management Utility Charge. [cityofgoldcoast.com.au/waste](http://cityofgoldcoast.com.au/waste)



### Recreational Space

The Recreational Space Separate Charge assists the City to purchase areas of large open space, with an emphasis on land for sport and recreation.



### Open Space including Koala Habitat, Maintenance and Enhancement

Our city is one of Australia's most biodiverse. The Open Space including Koala Habitat, Maintenance and Enhancement Separate Charge supports activities contributing to the management and conservation of the city's natural areas, including opportunities for nature based recreation.



### City Transport Improvement

The City Transport Improvement Separate Charge funds Council cabs, bus stops, bicycle and pedestrian pathways, rapid transport, improvements to local roads, as well as expanded bus services across the city.



### Discount on rates

The City offers a discount for paying your rates on time. The discount amount and the discount date appear on the rate notice. To receive the discount, the amount payable stated on the rate notice must be paid in full by the due date.



### Pensioner Rate Concessions

If you receive a pension, you may be entitled to receive rate concessions. To be eligible, you must hold a Queensland Pensioner Concession Card or a Department of Veterans' Affairs Gold Card. Other conditions apply. Contact us and have your pension card/s and pension amount/s ready.



### Change of address

If you have recently changed your postal address, please contact us to ensure your details are updated. If you have moved house and you currently receive a pensioner rate concession, you will need to re-apply. To change your address details and/or contact details visit [cityofgoldcoast.com.au/changeyouraddress](http://cityofgoldcoast.com.au/changeyouraddress)



### City Budget

Full details of the current City Budget: [cityofgoldcoast.com.au/annualplan](http://cityofgoldcoast.com.au/annualplan)



### For more information

**W** [cityofgoldcoast.com.au/rates](http://cityofgoldcoast.com.au/rates)  
**P** 07 5667 5995  
**P** 1300 366 659

## Frequently asked questions

### What if I can't pay my bill on time?

You can apply for more time to pay with no interest by entering into an approved payment plan for rates and water bills. Visit [cityofgoldcoast.com.au/rates](http://cityofgoldcoast.com.au/rates)

### I paid my solicitor to take care of my house sale, why do I have a property transfer fee on my rate notice?

The charging of a property transfer fee is to recoup the known costs associated with accepting, recording and storage of change of ownership advice.

### I just purchased this property; why do I have to pay full rates?

Most likely, your solicitor has allowed for the rates in your settlement. Please check your settlement statement, or contact your solicitor and/or agent for confirmation.

### Can someone else enquire on my behalf or update my account?

Yes, you can add an authorised person to your account. If the property is owned by individual/s call us on **07 5667 5995**. If the property is owned by company or trust please complete the form at [cityofgoldcoast.com.au/authagent](http://cityofgoldcoast.com.au/authagent)

### What does my rating category mean?

Your property's rating category (stated on your rate notice) will influence the amount of general rate you will pay. Factors such as the use (including whether a property is a principal place of residence or rental), size of the land, and the nature of any improvements on the land determine which rating category applies. You can view descriptions of the rating categories at [cityofgoldcoast.com.au/inserts](http://cityofgoldcoast.com.au/inserts)

### What is the Waste Levy?

Introduced on 1 July 2019 by the Queensland State Government, the Waste Levy is a weight based charge payable on all waste disposed to a leviable landfill site in Queensland. It aims to reduce the amount of waste going to landfill and maximise the diversion of recoverable items for reuse, repurposing and recycling. To mitigate the impact on residential households, the State Government has committed to a payment to Council to offset the direct costs of the Waste Levy liability incurred on the disposal of household waste. For the 2024-25 financial year, residential customers will notice a zero amount for Part B of the Waste Management Utility Charge, see overleaf. Visit [cityofgoldcoast.com.au/waste](http://cityofgoldcoast.com.au/waste)

### What is the Green Organics Charge?

Green organics bins are now a part of standard residential kerbside collection services for eligible properties. The service charge is payable for owner-occupied and tenanted properties. Visit [cityofgoldcoast.com.au/greenorganicsbin](http://cityofgoldcoast.com.au/greenorganicsbin)

+ 7 5 7 +

Proceeds of cheques, etc. will not be available until cleared.

Account for:  
UNIT 6, 78 NERANG CONNECTION ROAD, NERANG  
L 6 SP160160

**LOCAL GOVERNMENT DISTRIBUTION AND RETAIL PRICE****SEWERAGE ACCESS CHARGES**

94 days charged at \$2.0255 per day \$190.39  
(billing period 25/1/25 to 28/4/25)

**WATER ACCESS CHARGES**

94 days charged at \$0.7945 per day \$74.68  
(billing period 25/1/25 to 28/4/25)

**WATER USAGE CHARGES**

415 kilolitres charged at \$1.380 per kL \$572.70  
(usage period 25/1/25 to 28/4/25)

**Your Lot's share of the Water Usage Charge is based on its \$47.72**  
**Contribution Entitlement which is, 1 of 12**

**STATE BULK WATER PRICE****WATER USAGE CHARGES**

415 kilolitres charged at \$3.444 per kL \$1429.26  
(usage period 25/1/25 to 28/4/25)

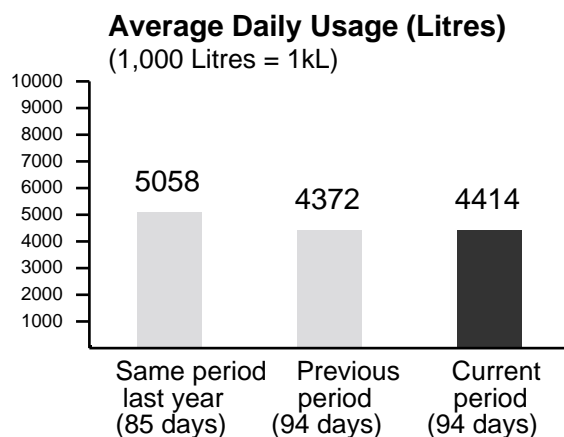
**Your Lot's share of the Water Usage Charge is based on its \$119.10**  
**Contribution Entitlement which is, 1 of 12**

**TOTAL CHARGES INCLUDED IN THE RATE NOTICE****\$431.89**

Master Meter for 12 lots

**WATER METER READINGS**

Meter Number	Current Read Date	Current Reading	Previous Read Date	Previous Reading	#Days Charged	Cons (kL)
13E001672	28 APR 25	17472	24 JAN 25	17057	94	415
<b>TOTAL(kL)</b>						<b>415</b>



**Your Scheme's average daily water usage = 4414 litres (or 4.414 kL)**

**Your total average daily cost = \$4.59**

The property's water usage may be influenced by a number of factors including number of occupants, property type, property size and own water use behaviours. If you're concerned about your usage, visit [Water meters | City of Gold Coast](#) for instructions on how to check for concealed leaks.

We recommend regularly reading your water meter to detect any unusual variation in consumption between readings.

In accordance with the *Local Government Act 2009*, *Local Government Regulation 2012*, *South East Queensland Water (Distribution and Retail Restructuring) Act 2009*, *Water and Wastewater Services Code for small customers in South East Queensland* and Council of the City of Gold Coast's (Council) adopted budget resolutions, all water and sewerage charges are due and payable within 31 days of the issue of the water and sewerage rate notice on which the charges are levied. Any overdue amounts will attract penalty interest at the appropriate rate until either full payment (including the interest) is made or a satisfactory payment arrangement is approved by Council.

## How to pay your water bill



### Pay using BPAY®

**Billers Code:** 868745  
**Ref:** Use Notice Number

### Telephone & Internet Banking – BPAY®

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: [www.bpay.com.au](http://www.bpay.com.au)

*No surcharge by the City applies when using a credit card to pay by BPAY®.*

**BPAY View®:** view and pay this notice using internet banking.  
**BPAY View® Registration No:** use the **Notice Number** over the page.

® Registered to BPAY Pty Ltd ABN 69 079 137 518



### Pay by phone

Call us on 1300 886 731 (or from outside Australia call +61 7 5667 5995) anytime to pay with MasterCard or Visa.  
*Payments by credit card will incur a surcharge.*

*See BPAY® option to avoid surcharge.*

**Payment Reference Number:** use the **Notice Number** over the page.



### Pay online

Visit [cityofgoldcoast.com.au/payments](http://cityofgoldcoast.com.au/payments) and follow the links to pay with MasterCard or Visa.

*Payments by credit card will incur a surcharge.*

*See BPAY® option to avoid surcharge.*

**Payment Reference Number:** use the **Notice Number** over the page.



### In person at Commonwealth Bank

Pay at any Commonwealth Bank branch with cash, cheque or money order.



### Post Billpay in person

Pay at any Australia Post office and present the entire notice when making payment. Payment by cash, cheque or debit card only. Payments will incur a transaction fee. See **BPAY®** option to avoid a City transaction fee.



### In person at Customer Service Centre

Payment options include:

Debit card – *surcharge fee*

MasterCard or Visa – *surcharge applies*

**Cash is not accepted.**

For locations and opening hours please visit [cityofgoldcoast.com.au/contactus](http://cityofgoldcoast.com.au/contactus)

## How to contact us



[cityofgoldcoast.com.au/mywaterbill](http://cityofgoldcoast.com.au/mywaterbill)



**07 5667 5995** or **1300 366 659**

Monday to Friday 7am – 6pm

(or from outside Australia call **+61 7 5667 5995**)

24 hour line to report water breaks and faults **1800 637 000**



City of Gold Coast  
PO Box 5042 GOLD COAST MC QLD 9726

## Support to make your bill payments on time

The City offers extra support and flexibility to ratepayers who might be having trouble paying water bills in full by the due date. Flexible payment plan options may be available on application, giving you extra time to pay.

Depending on your situation, we can extend your due date for a short time or set up a longer-term payment plan for regular weekly or fortnightly payments. We can also provide a financial counsellor for free, independent, and confidential advice.

For more information visit [cityofgoldcoast.com.au/waterassist](http://cityofgoldcoast.com.au/waterassist)

