

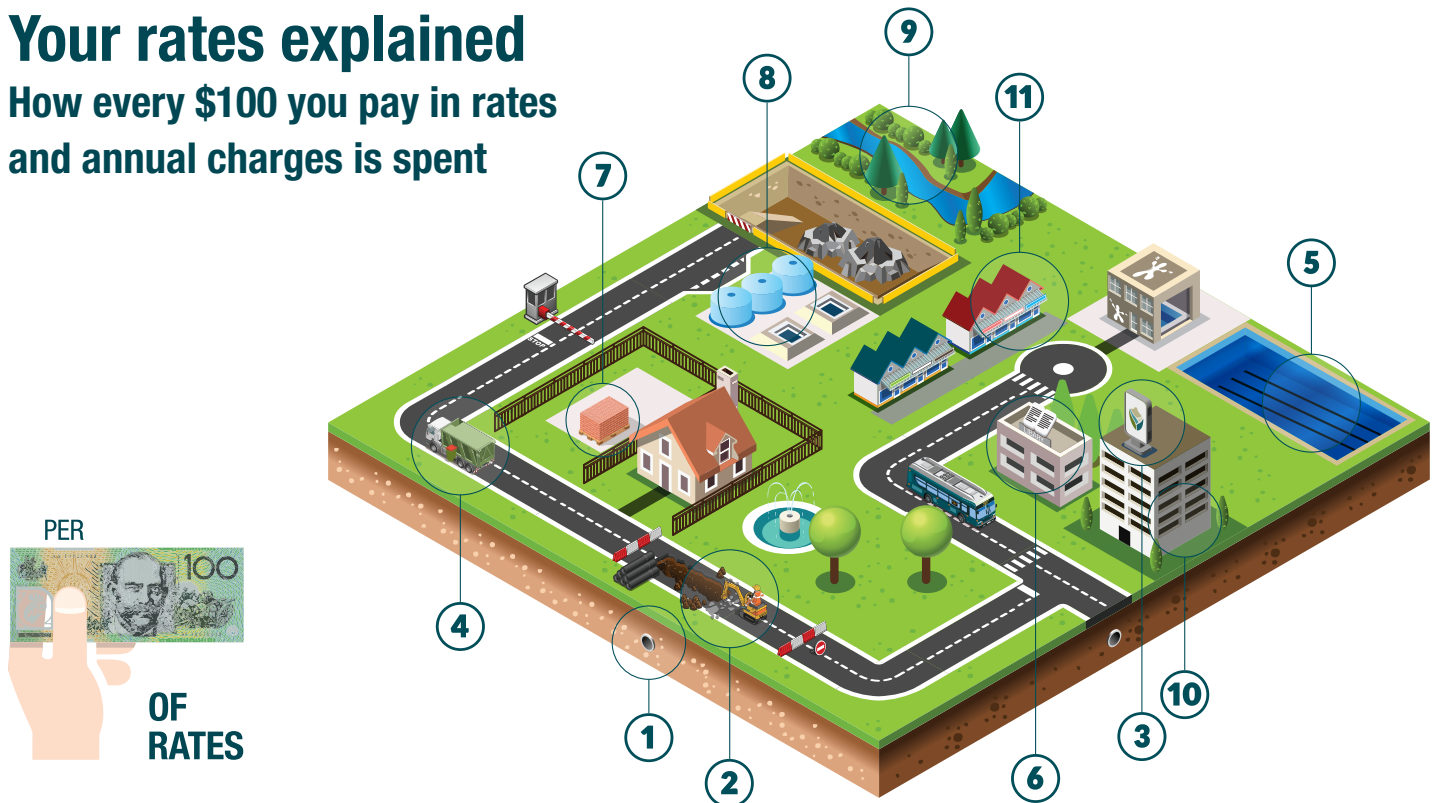
Council matters ... in this issue



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Your rates explained

How every \$100 you pay in rates and annual charges is spent



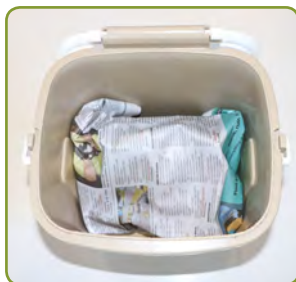
① Sewer supply	\$21
② Roads, transport, drainage and flooding	\$21
③ Administrative support services	\$12
④ Solid waste management	\$11
⑤ Parks, sportsfields, open space and aquatic centres	\$10
⑥ Community buildings, services, libraries, art and culture	\$7
⑦ Planning, building, compliance and emergency management	\$6
⑧ Water supply	\$5
⑨ Natural resource management	\$4
⑩ Customer service, community engagement, communications and civic services	\$2
⑪ Business and economic development	\$1
Total	\$100



Keep it clean and simple in your bin

Keep your green bin fresh with newspaper

- line bottom of caddy or bin or layer with newspaper sheets
- wrap up meat/seafood, placing bundle in freezer/fridge until collection day
- pour out expired or messy items onto paper, wrap and place in caddy
- place food scraps in a cereal box and then in the green bin.



REMEMBER

No plastic bags of any kind in the green bin (compostable bags only).

Yellow bin – recycle RIGHT

- keep it loose (no plastic bags)
- lids off (place in red bin)
- keep it clean (rinse or wipe)
- nothing smaller than a credit card.



Call Council's Waste team on 02 6670 2400 or email waste@tweed.nsw.gov.au for items that you are unsure of. Putting correct items in the bins keeps the costs down for all.

Secure our water supply – use 160 litres a day

Council manages and operates Tweed's water supply to provide you with high-quality drinking water.

To provide this essential service we rely on good flows in the Tweed River, supplemented by releases from Clarrie Hall Dam in times of low flows and drought.

In December 2019 through to February 2020, water restrictions were put in place across the shire due to ongoing drought and the rapidly falling level of Clarrie Hall Dam. While water restrictions were lifted after good rainfall in February, this year's forecast for rain in the catchment is not good.

To manage our water supply and ensure we do not run out of water, Council has a standing consumption target of 160 litres per person a day, that is Target 160L.

Current consumption is near 200 litres per person a day.

To help you reduce your water use and manage your water bill, Council will write to you if your water use increases substantially or is abnormally high. If you get one of these letters, don't ignore it.

Confirming you have a leak is as easy as reading your water meter before and immediately after a period when you have not used any water. If the meter has ticked over, you have a leak.

Finding and fixing that leak is as easy as calling a plumber.

Achieving Target 160 litres a day is critical to your water security. Track how you are doing by checking last week's water use figure published near the masthead of Tweed Link every week.



BRETT STREET CAFE
COMMUNITY ACCESS FOR EVERYONE

Good food and coffee that does good too!

Preordered 'meals-to-go' available from 11.30am to 1pm, Tuesday to Friday. Order at the café or online at www.tweed.nsw.gov.au/BrettStreetCafe

Good for people

- Convenient and healthy
- A welcoming place to connect with others
- Train and employ local disadvantaged people

Good for our planet

- Minimise packaging and food waste
- Minimise energy and water use
- Make a positive impact on the environment

Good for community

- Fund programs to help disadvantaged people in the Tweed to thrive
- Revitalise and activate the public areas of the Tweed Heads Civic and Cultural Centre
- Pay it forward initiative

LOCATION

Tweed Heads Civic and Cultural Centre (located in the plaza), 17 Brett Street, Tweed Heads

OPENING HOURS

Check online for current opening hours and 'meals-to-go' pick-up times.

CONTACT US

- P (07) 5569 3131
- E brettstreetcafe@tweed.nsw.gov.au
- W www.brettstreetcafe.com.au
- F www.facebook.com/tweedshirecouncil



TWEED BUSINESS SUPPORT AND DEVELOPMENT

If you're a local business owner, manager or event organiser looking for extra support and advice because of COVID-19, please contact our Land and Economic Development team.

- Learn more about a range of Government stimulus and support programs that are available to businesses.
- Discuss COVID-19 restrictions and ways to adapt and operate safely.
- Learn tips and insights to promote your business to a local and regional audience.
- Get access to a range of free business courses and programs.

Phone: 02 6670 2165 Email: business@tweed.nsw.gov.au

Succeed in **THE TWEED**



For the latest local business news direct to your inbox, subscribe to the Tweed's official Business Newsletter at business.thetweed.com.au/newsletter

Changes to Tweed Link distribution

Last month, News Corp confirmed the Tweed Daily News will no longer be printed and continue in an online format.

As a result, Council's weekly newspaper – the Tweed Link – will continue to be printed in the Tweed Valley Weekly until at least December this year. It's also available as a free email subscription.

Readers can continue to stay up-to-date with Council news and happenings across the Tweed by subscribing to the Tweed Link, along with many other e-newsletters and email alerts, delivered directly to their inbox.

Subscribe to the Tweed Link; Emergency and COVID-19 dashboards; arts and culture, business, and environment and sustainability newsletters; media releases; community and cultural news, and job vacancy alerts. Register at www.tweed.nsw.gov.au/subscribe

What can you do online?

Council has a number of services that can be completed online and at your convenience.

Report a problem to Council:

www.tweed.nsw.gov.au/reportaproblem

Register your pet or update your pet information:

www.petregistry.nsw.gov.au

Go paperless, receive electronic rates and water notices: www.tweed.nsw.gov.au/gopaperless

Set up a payment arrangement or Direct Debit for your rates or water: www.tweed.nsw.gov.au/rates/paying

Update your contact details and postal address: www.tweed.nsw.gov.au/changepostaladdress

Apply for the Pension Rebate. See eligibility and apply at: www.tweed.nsw.gov.au/rates/pensionerrebates

Chat to us online. See start a web chat session during business hours: www.tweed.nsw.gov.au/contactus

What's on Tweed

The Tweeds official events calendar promoting safe and virtual events during the COVID-19 crisis.

Find online art workshops, digital kids activities, virtual fitness classes, safe farmers markets and more. Visit whatsontweed.com.au

Have your say

Your Say Tweed is Council's dedicated online engagement hub where you can learn more about community projects, join the conversation to have your say and contribute to decision making in the Tweed.

Sign up at www.yoursaytweed.com.au/register

Chat to us ... web chat now live

Council has improved service to our customers by providing another way to stay in touch.

Council's web chat service is a great alternative to picking up the phone or visiting our Customer Service counters, and provides you with answers for many of the same enquiries.

Our team can answer your questions, guide you through our website, provide information about our services, send you links to our website and documents, take your 'report a problem' enquiry and provide you with your reference number.

Web chat is available Monday to Friday from 8.30am to 4.25pm. Visit www.tweed.nsw.gov.au on your smart phone, tablet or computer to access web chat. Click on the 'chat now' button in the web chat box to start your session. A Customer Service Officer will promptly respond.

Please note: enquiries that need technical advice or customer identification will still require a phone call or face-to-face visit.

Pay your rates for your chance to win

Annual rates incentive – your chance to win \$3000

All Tweed Shire Council ratepayers will go into the draw to win \$3000 who:

- Pay in full all outstanding rates and charges by the due date, 31 August 2020.
- Are an entitled pensioner and pay in full rates and charges and complete the pensioner concession form by the due date, 31 August 2020.

Competition starts 1 July 2020 and entries close at 12 midnight 31 August 2020.

Terms and conditions apply, visit www.tweed.nsw.gov.au/rates/paying

Go paperless incentive – your chance to win \$1000

All Tweed Shire Council ratepayers who register for online rates eNotices (www.tweed.nsw.gov.au/gopaperless) and whose rates are not in arrears by 12 midnight on the 31 August 2020 will go into the draw to win \$1000.

Competition starts 1 July 2020 and entries close at 12 midnight on 31 August 2020.

Terms and conditions apply, visit www.tweed.nsw.gov.au/rates/paying

Please note all ratepayers who are currently registered for eNotices will be included in this draw.



Council is investing in Tweed's future

Tweed Shire Council is investing in the future of the Tweed. We're delivering multiple major infrastructure projects to deliver services and facilities to meet the needs of our growing population.

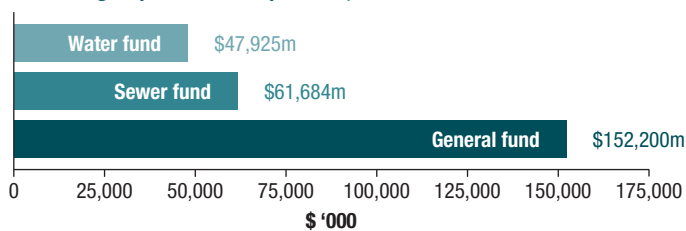
Some of the many projects to be delivered this coming financial year include:

- Stotts Creek Resource Recovery Centre Masterplan which includes: waste transfer station infrastructure \$382,086, organics processing facility \$7,929,581, construction of the last putrescible landfill cell \$4,500,000 and office and amenities buildings \$1,500,000
- Clarrie Hall Dam raising \$1,000,000
- Water supply link to City of Gold Coast \$2,890,000
- Bray Park Weir – mitigation of risk of salt water contamination \$500,000
- Uki Water Treatment Plant upgrade \$1,250,836
- Road rehabilitation projects including: segments of Mooball Street \$745,000 and Numinbah Road Mebbin Springs \$940,000
- Road repair projects including: Kyogle Road Mebbin Springs \$420,000 and Alma Street \$504,000
- Bisaros Bridge replacement project \$576,000

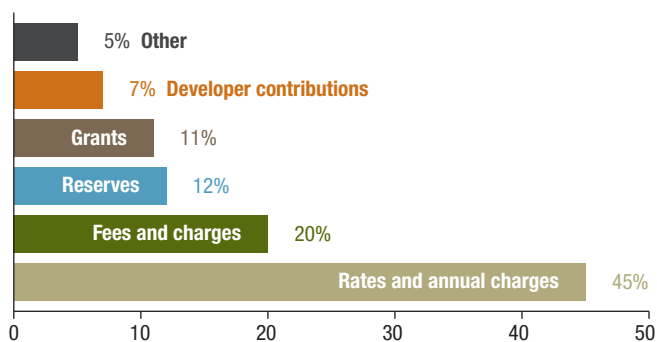
Ongoing sustainability initiatives include a Towards Zero Waste Strategy and \$1,200,000 for the Renewable Energy Action Plan and solar and energy efficiency projects.

These projects are in addition to delivering more than 50 essential services to residents such as parks, roads, water, sports fields, aquatic centres, libraries, as well as Tweed Regional Museum and Tweed Regional Gallery & Margaret Olley Art Centre.

Total budget (2020 – 2021): \$261,809 million



Source of Council income



Having difficulties paying your bills?

We understand it can sometimes be difficult to pay household bills.

If you can't make a payment on your Rates Notice, please contact us before the due date so we can work out a payment arrangement that suits you.

If you miss a payment and we have not heard from you, our automatic debt recovery process will begin.

Complete the rates payment arrangement form at www.tweed.nsw.gov.au/ratesnoticepaymentarrangement to make payment arrangements or call us on 02 6670 2400, we're here to help.

Your rates notice explained: 2020–2021

- 1 **DATE OF ISSUE:** The date Council issued your rates.
VALUATION BASE DATE: The date the land was valued. For information visit www.valuergeneral.nsw.gov.au or to discuss your land value, call 1800 110 038.
RATING CATEGORY: Land within the Tweed is categorised as either 'Residential', 'Business', 'Farmland' or 'Mining'. This determines what rate you are charged.
- 2 **Property Identifier:** A unique property number to identify your rates account. Please quote when making enquiries about your rates or water account.
Total Amount Due: Amount due, if paying in full.
Due Date: This applies to either the full rate amount or the first instalment amount (see 3).
- 3 **Instalment dates and amounts:** The dates and amounts due if paying by quarterly instalments. Council will send reminder Instalment Notices for the 2nd, 3rd and 4th instalments 30 days before they fall due.
- 4 This lists rates and service charges payable on your property.
General Rate: Calculated by multiplying your land value by the rate set by Council. If your rate calculation is less than the minimum rate you will be charged the minimum rate.
- 5 **Deduct payments since:** The date on which information for your rate notice was extracted from Council's database, any transaction after that date will not show on this notice.
- 6 **Payment Options:** Some of the ways you can pay your rates. See the back page of your rates notice for the full list of payment methods.
- 7 **I REQUIRE A RECEIPT:** If you make payment by cheque directly to Council and require a receipt please tick this box.

2020–2021 payment dates

Payment in full	31 August 2020	Payment by instalments
		First instalment 31 August 2020
		Second instalment 30 November 2020
		Third instalment 28 February 2021
		Fourth instalment 31 May 2021

Your rates and charges explained

Your rates notice includes a list of service charges for your property.

Water access charge

Applies to all land within 225 metres of a water main and able to be connected (whether connected or not).

These fees help maintain our water network (treatment plants, dams, pump stations and pipes) and consumer services (meters and boxes).

Sewerage access charge

Applies to all land within 75 metres of a sewerage main and able to be connected (whether connected or not).

These fees help maintain our sewer mains, pumping stations and treatment plants.

On-site sewage management fee

Applies to properties with an on-site sewage management system. Council regularly inspects and monitors the health and environmental risks of these systems.

Domestic waste management charges

Applies to residential land within the service area, and farmland with a waste management service.

The funds are committed to waste collection, land for future garbage depots, financial assurance, landfill environmental management, waste disposal technology, and environmental impact studies.

Council provides two bin collection services:

- urban houses and duplexes
- multi-unit developments (more than two units) and rural residences.

Different charges apply depending on bin size and service:

- **Red bin (landfill)** (80, 140 or 240L bins)
For items that cannot be reused, recycled or composted.
- **Yellow bin (recycling)** (140, 240 and 360L bins)
For items such as glass bottles, paper, cardboard and aluminium cans.
- **Green Bin (organic)** (140 and 240L bins)
For items such as food scraps, garden waste and newspaper (only available for residents and commercial properties in the urban service area).

Landfill management charge

Helps cover the cost of landfill operations and the remediation of past, current and future landfills to minimise environmental impact.

Special rate: Koala Beach Estate

Residents of the Koala Beach estate provide ongoing funding for local nature conservation through this special rate.

Special rate: Cobaki Lakes

Residents of Cobaki Lakes provide ongoing funding for environmental management and restoration works through this special rate.

Pensioner rebates: Are you eligible?

You may be eligible for a pension rebate on your rates and charges (as applicable) if:

- You are the owner, part owner or life tenant of the property (proof of life tenancy is required) and;
- You hold a current Centrelink or Department of Veterans Affairs (DVA) Pensioner Concession Card or Department of Veterans Affairs Gold Card (it must be stamped with TPI or EDA). Please note that Seniors Cards and Health Care Cards are not eligible for the rebate.

AND

- You reside at the property and it is your principal place of residence as shown on your concession card.

To apply for a pension rebate you must complete a pension rebate application in person at Council Offices. Council staff will take a copy of your original concession card when you apply. The pension rebate is generally applied automatically unless your circumstances change. A new application is required if you move because the

pension rebate does not transfer to a new property.

The Pensioner rebate is applied to your total rates and a small portion to your water and sewer charges (if applicable). The rebate amount is shown on the annual rates notice only.

Should you no longer be eligible for a concession card or your place of residence changes you must notify Council immediately. To apply online visit www.tweed.nsw.gov.au/rates/pensionerrebates



Sample of an eligible Department of Veterans Affairs Pension Card. Centrelink Pension Card also accepted, but not shown.

Sample of an eligible Department of Veterans Affairs TPI Gold Card. EDA Gold Card also accepted, but not shown.

Council's COVID-19 Care Package

To help Tweed residents and businesses Council has launched a COVID-19 Care Package offering more than \$600,000 in support to take care of Tweed and minimise the immediate impact.

- **Airfield lease** – rebate of annual airfield lease for commercial businesses directly affected by COVID-19 aviation downturn at the Murwillumbah Airfield for 2020.
- **Cattle saleyards** – 50% reduction for cattle saleyards for 2020.
- **Council car park Murwillumbah** – waiving the parking cost at the Council-owned car park in Murwillumbah for six months commencing 3 April 2020.
- **Council facility and equipment booking and licensing fees** – waiving/refunding booking/licence fees for Council facilities, venues or parks for 2020.
- **Development application fees** – waiver of development application fees relating to the

COVID-19 emergency for 12 months commencing 3 April 2020.

- **Outdoor dining** – waiver/rebate of all outdoor dining fees for 12 months.
- **Food inspections** – waiver of 25% of annual food inspection fees for a period of 12 months effective from 3 April 2020.
- **Rates instalments for residents and businesses** – see article below.
- **Sports clubs and not-for-profits** – pause/deferment on payments on Council loans for six months for all not-for-profit and sporting clubs commencing 3 April 2020.
- **Tweed Marina** – waiving licensing fees at the Tweed Marina for 2020.
- **Visitor Information Centres** – 80% rent reduction for Visitor Information Centres for the duration of the pandemic (estimated \$32,000).

If this applies to you, Council will be in touch.

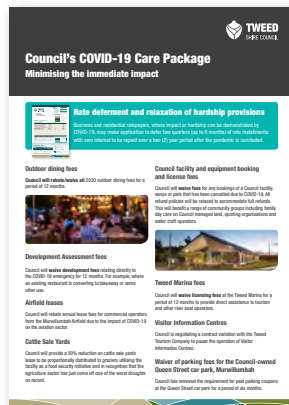
Rates deferral available for hardship

Council appreciates that with the coronavirus pandemic, payment of rates and charges may be challenging.

Through the COVID-19 Care Package, Council is offering rate deferment (you can delay paying your rates) for business and residential ratepayers (that can demonstrate impact or hardship from the COVID-19 emergency) of two quarters of rate instalments (Quarter 4 2019/20 and Quarter 1 2020/21) with zero interest to be repaid over a two (2) year period commencing Quarter 2 2020/21.

Note: Council will review the situation towards the end of Quarter 1 2020/21 to consider if further assistance should be made available.

Further information on eligibility is available on Council's website www.tweed.nsw.gov.au/deferratepayments or by contacting Council's debt recovery officers on 07 5586 6107 or 07 5586 6101.



Customer Service counters reopen

We would like to thank you, our customers, for your patience during the ever changing COVID-19 times. Everyone has adapted to new ways of being informed, connected to Council and completing business transactions.

Our friendly Customer Service team will be available again for over the counter, face-to-face interactions with new hours from Monday 15 June, 9am to 4pm, Monday to Friday.

Customers who visit our offices are asked to continue to follow physical distancing rules:

- stay 1.5m away from others – we have signage to assist you with this
- use the sanitiser provided on entry
- use card payments where possible
- book an appointment to see one of our specialised technical staff
- cough or sneeze into your elbow
- stay at home if you are unwell

If you can't come in, you can still contact us using web chat, by phone, email or, message us on social media. For further information see www.tweed.nsw.gov.au/contactus

Thank you!

Together we have overcome many challenges throughout the COVID-19 situation, to take care of our communities.



It's everyone's responsibility to:

- Stay 1.5m away from others
- Wash/sanitise hands frequently
- Cough or sneeze into elbow
- Stay home when sick
- Get tested if you have symptoms

Call Council after hours

Did you know you can call Council outside business hours to report urgent issues with Council services?

While this function is not new, the experience for Council's customers has been improved due to a new after-hours service provider in May.

After hours emergencies include: sewer blockages and overflows; serious water supply issues – leaks, no supply, poor quality, unable to turn meter on/off; dog attacks; pollution, and any issue that poses risk or immediate threat.

The after-hours number is the same as Council's usual number – 02 6670 2400.

Visit www.tweed.nsw.gov.au/reportaproblem to report non-urgent matters outside of business hours.

Council elections postponed

On 1 April 2020, the NSW Government announced that local government elections due to take place in September were postponed due to the impact of COVID-19.

Current Tweed Shire Councillors will continue to hold their civic offices until the rescheduled local government elections are held in September 2021.

Votes to appoint a new Mayor and Deputy Mayor will still take place in September 2020 as these positions are elected by Councillors, not the public.

The postponement of the election will not change the future schedule of council elections, and the subsequent election will proceed in September 2024.

Visit www.tweed.nsw.gov.au/newsroom/2774

Your Councillors 2020



Councillor Pryce Allsop

0400 122 016
 pallsop@tweed.nsw.gov.au



Councillor Reece Byrnes

0436 411 386
 rbyrnes@tweed.nsw.gov.au



Councillor Chris Cherry (Deputy Mayor)

0437 400 174
 ccherry@tweed.nsw.gov.au



Councillor Ron Cooper

0419 716 906
 rcooper@tweed.nsw.gov.au



Councillor Katie Milne (Mayor)

07 5590 9622
 kmilne@tweed.nsw.gov.au



Councillor James Owen

0415 561 701
 jowen@tweed.nsw.gov.au



Councillor Warren Polglase

0428 961 306
 wpolglase@tweed.nsw.gov.au

Contact and connect



In person

9am to 4pm
Monday to Friday
Tumbulgum Road, Murwillumbah
Brett Street, Tweed Heads



Over the phone

8.30am to 4.30pm
Monday to Friday
02 6670 2400
1300 292 872



After hours

Emergency after hours
telephone for Council services
02 6670 2400



Social media

Connect, tag or message
us on social media
[#tweedshirecouncil](https://www.facebook.com/tweedshirecouncil)



Email

tsc@tweed.nsw.gov.au



Mail

PO Box 816
Murwillumbah NSW 2484



Online and web chat

tweed.nsw.gov.au
web chat with us during
business hours



Report a problem

24/7 online or via
the smartphone app
tweed.nsw.gov.au/reportaproblem



Smartphone app

Download the
Tweed Shire Council app
on iOS or Android stores
[tweed.nsw.gov.au/
smartphoneapplication](http://tweed.nsw.gov.au/smartphoneapplication)



Emergency dashboard

The Emergency dashboard
provides Tweed residents with
links, useful information and
contacts in an emergency.
emergency.tweed.nsw.gov.au



Your Say Tweed

Join the conversations on
Council's online engagement
hub to have your say
yoursaytweed.com.au



Subscribe

Subscribe to Tweed Link,
e-news, media releases,
job alerts and more
tweed.nsw.gov.au/subscribe

