

## Welcome

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# Welcome

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and More

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Council Locations and hours

Disaster Dashboard









### WELCOME TO YOUR NEW HOME

Welcome to Queanbeyan-Palerang,

We hope you enjoy your new home and the many opportunities our region has to offer. Uniquely positioned to access the snowfields, coast, and the nation's capital, Queanbeyan-Palerang has a whole new world of activities and local communities to discover. You are now part of one of the fastest growing regional centres in the country.

To help you settle into your new home we have developed this New Residents' Guide. I hope it will help answer many of the questions you might ask as you move in.

If you have any other Council-related questions please call Council's Customer Service Centre on **1300 735 025** and our helpful staff will be able to point you in the right direction.

Welcome.

Cr Kenrick Winchester Mayor

Kenrick Winchester Ph: **0407 782 138** 

E: cr.kenrick.winchester@qprc.nsw.gov.au



## Welcome You and QPRC

### STAY INFORMED

**Our website** is the place to get information you need about Council's services.

www.qprc.nsw.gov.au

**Weekly eNews** is an eNewsletter sent out on Friday afternoons, providing regular updates on projects, events, Council decisions and more. Sign up to receive a copy in your inbox here.

### Community newsletter

*QPRC News* is delivered to all houses in the region. The eight editions each year contain information on Council projects, decisions, policies, and upcoming events.

### Mayoral column

The Mayor writes a weekly column that is published in the *Regional Independent* as well as monthly updates in the *Braidwood Bugle* and *Braidwood Changing Times*. The column keeps residents up to date with what is happening in the region.

## Fortnightly ad

Council prepares a fortnightly For Your Information ad that appears in the *Regional Independent* as well as the *Braidwood Bugle* and *Braidwood Changing Times*.

#### **Disaster Dashboard**

Keep informed about weather conditions, road closures and more with Queanbeyan- Palerang's Disaster Dashboard. For a closer look see page 10-11.

#### **KEEP IN TOUCH**

Communicating with your council has never been easier. At Council we are committed to hearing what you have to say.

**Snap Send Solve** is an app that allows you to bring up issues and submit requests to Council.

<u>Your Voice</u> is a web page where our major works, policies and other items open for your comment.

Email council@qprc.nsw.gov.au

**Social Media** take a look at our accounts.













## <u>Update your postal address</u>

If you have moved recently make sure to get in contact with us.

You can update your address through our **website**, by **email** or you can pop into one of our Customer Service Centres. Please note we cannot accept a change of address over the phone.





Monday-Friday 8.30am-4.30pm

you can:

**Come see us** at one of our service centres: 144 Wallace St, Braidwood 13 Gibraltar St, Bungendore 257 Crawford Street, Queanbeyan

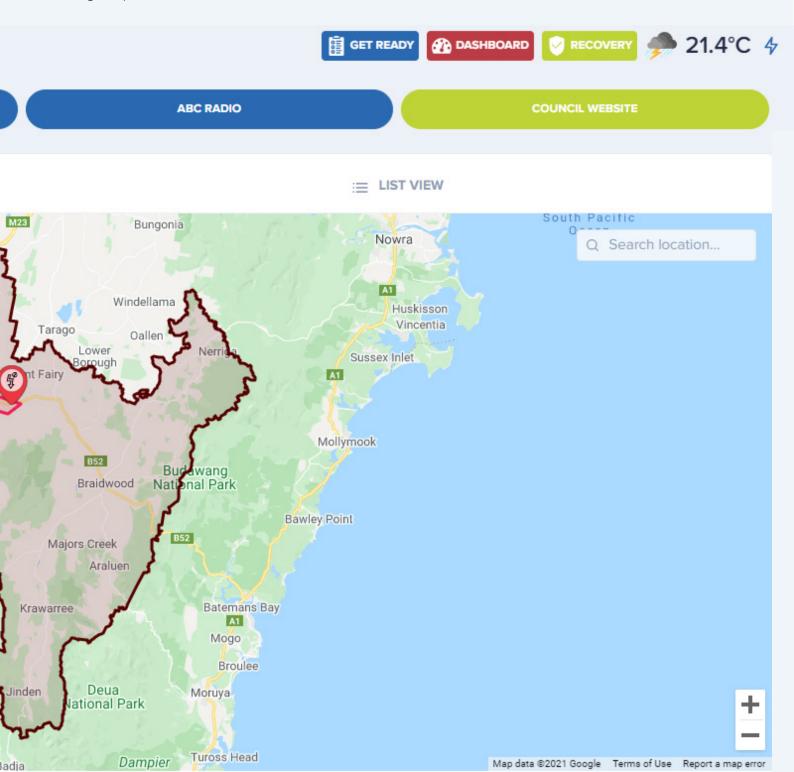
**Call us** 1300 735 025

## **\*DISASTERDASHBOARDS**

**FIRES NEAR ME WEATHER RADAR** MAP VIEW Collec Murrumbateman Nangus Wantabadgery Gundagai A25 Brungle Wee Jasper A20 Brindabella Belconnen National Park Gocup Tarcutta Bondo Adelong Canberra Tumut Que B72 Oberne Creek Wereboldera Green Hills Kyeamba Yaven Creek Batlow Humula Talbingo ttle Namadgi Carabost bong Bago National Park Yarrangobilly Courabyra Michelago Anembo Vantagong Tumbarumba Yaouk Mount Clear rgama Kosciuszko Maragle National Park I Park Jingellic: Bredbo Jerangle Cabramurra Tooma Adaminaby C546 Displaying 1/10 SES X

#### **Disaster Dashboard**

The Disaster Dashboard website is a one-stop-shop for emergency information. The site pulls live information from the RFS, Transport for NSW, Essential Energy, the SES, BOM, Live Traffic and more. There are real-time local emergency updates as well as resources to plan for an emergency situation. Click the dashboard to learn more.



Updated 6 minutes ago · Last checked 2 minutes ago · Checked every 5 minutes · Updates in 3 minutes



















# **Our Role**

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Council Meetings
Public Participation

17 Our Services

Waste

Water





# WHAT GOVERNMENT DOES

Different levels of government are responsible for the maintenance of various areas and legislation.

For more information on what each level's role is click **here**.

# Our Role Government

IMAGERY SOURCED FROM: PARLIAMENTARY EDUCATION OFFICE



FEDERAL GOVERNMENT

Has power over:

TRADE AND COMMERCE

POSTAL / TELECOM SERVICES

FOREIGN POLICY

**TAXATION** 

**CENSUS** AND STATISTICS

WEIGHTS AND MEASURES

BANKRUPTCY AND INSOLVENCY

QUARANTINE

LIGHTHOUSES, LIGHTSHIPS, BEACONS AND BUOYS

**FISHERIES** 

**CURRENCY** 

**COPYRIGHT** 

**MARRIAGE** 

**IMMIGRATION** 

**DEFENCE** 



STATE GOVERNMENT

Have power over:

**SCHOOLS** 

**HOSPITALS** 

ROADS AND RAILWAYS

PUBLIC TRANSPORT

**ELECTRICITY** 

WATER SUPPLY

**GAS SUPPLY** 

MINING

**AGRICULTURE** 

**FORESTS** 

COMMUNITY SERVICES

CONSUMER AFFAIRS

**POLICE** 

**PRISONS** 

AMBULANCE SERVICES



LOCAL COUNCILS

Have power over:

LOCAL ROADS STREET SIGNAGE AND LIGHTING

FOOTPATHS AND CYCLE WAYS

RUBBISH COLLECTION AND RECYCLING

**PARKING** 

PARKS, SPORTS
FIELDS AND
SWIMMING POOLS

LIBRARIES, ART GALLERIES AND MUSEUMS

CHILDCARE
AND AGED CARE

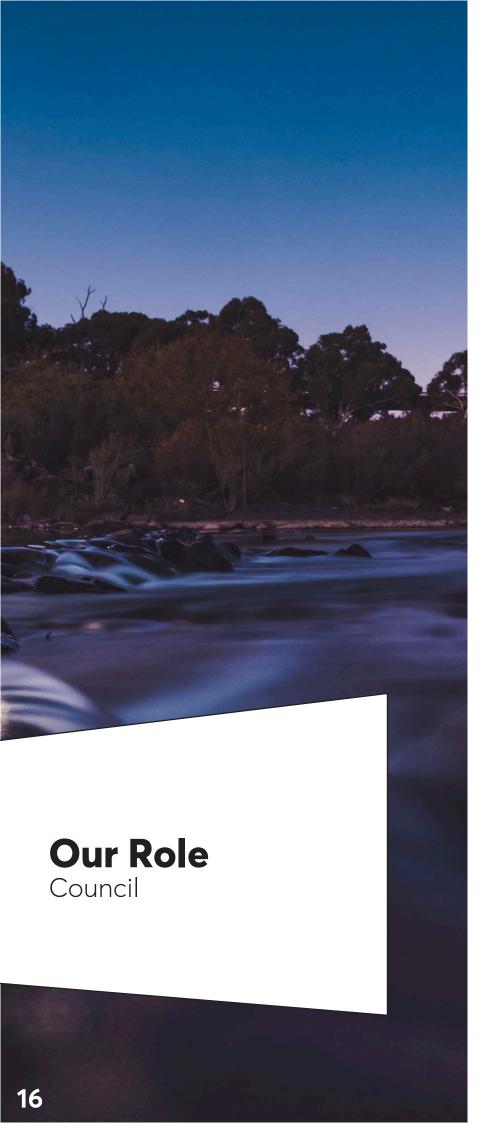
**SEWERAGE** 

**TOWN PLANNING** 

BUILDING APPROVALS AND INSPECTIONS

LAND AND COAST CARE PROGRAMS

**PET CONTROL** 



## WHAT WE DO

Queanbeyan-Palerang Regional Counc The Council was formed in 2016 after t Palerang and Queanbeyan City Counc day to day services across 5,319 km<sup>2</sup>.

### Council meetings

Ordinary meetings of Council are held each month. Planning and Strategy Coon the second Wednesday of each mo 5.30pm.

#### **Public Participation**

Members of the public are invited to at of Council, however, there are Closed S open to the public.

For those wanting to make a presentate can make a:

- · Written presentation submit by m
- Zoom presentation register by mid
- Verbal presentation register online by 5.30pm at the door.

Meetings are also live streamed via we recordings of previous meetings are sti



cil is your local government. he merger of the former ils. We cover the running of

on the fourth Wednesday of ommittee meetings are held nth. Both meetings start at

tend the Ordinary meetings ession items that are not

ion on an Agenda item, you

idday on Tuesday dday on Wednesday e by midday Wednesday or

**bcast**, where archived ll available.



### **OUR SERVICES**

#### Waste

Check the table below to get an idea of your waste collection or head to the <u>My Neighbourhood</u> section on our site to find out more. Please note some regional and most rural areas of Queanbeyan-Palerang do not currently have a bin collection service, you can find your local waste transfer station on the <u>Waste</u> page of our website. It also has information on types of waste that can be disposed of across the LGA, pricing, our Community Recycling Centres, bulky waste pick-up and more.



#### Water

Queanbeyan's water supply is sourced through Icon water. This means that our water can come from a variety of dams in the ACT or NSW. Check the Icon Water **website** for details.

Braidwood, Bungendore and Captains Flat use a range of bore, river and dam water, depending on the locality, whilst rural properties source their own water.

Due to the nature of the Australian climate water restrictions are common. To find out more about water restrictions, what they mean for you and when they apply head to our **website**.



# Community

## 20 Facilities and Venues

Arts and Education
Sports and Parks
History and Showgrounds

## 22 Organisations & Volunteers

Community Associations

## 23 Community Services

Community Directory
Family Day Care
Aboriginal and Torres Strait
Islander Playschool

## **24** Public Transport

Trains

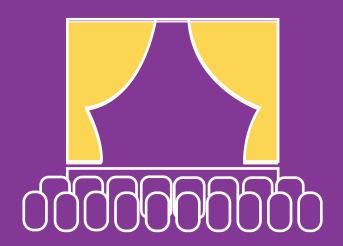
Buses

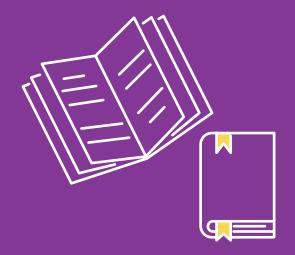
Community Transport





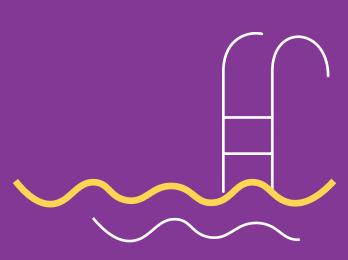
## **FACILITIES AND VENUES**





The Q
Queanbeyan Performing
Arts Centre and
Bicentennial Hall

Braidwood, Bungendore & Queanbeyan Libraries



Braidwood, Bungendore & Captains Flat Pools Queanbeyan Aquatic Centre



Braidwood, Bungendore & Queanbeyan Showgrounds



Queanbeyan Printing Museum Queanbeyan Historic Museum Braidwood Museum



Rusten House Art Centre



Over 140 parks and sports fields across the region



More than 17 Community Centres, Halls and Meeting Rooms

# **Community**Give and Enjoy

## **ORGANISATIONS & VO**

#### **Community Associations**

There are many local community association who provide local information, help ne new area, organise and promote local Some of these organisations include:

**Araluen Progress Association** araluen.progress@hotmail.com

Carwoola Community Associatio carwoola.org.au

Googong Residents' Association Find the group via Facebook, or g

**Queanbeyan Ratepayers and Res** Find the group on Facebook, or q

Royalla Community Association royallacommunity.com.au

Residents and Friends of Majors ( Find the group via Facebook

Wamboin Community Associatio www.wamboincommunity.asn.au/

More can be found by searching My Community Directory

There are also a range of community of Use **My Community Directory** or search to find out more.

Rotary • Lions • Apex • Landcare
Men's Shed • Country Women's Ass
• Aboriginal Services • Disability S
Hobby Groups • Art and Cult



### **DLUNTEERS**

ciations run by volunteers w residents settle in to their events, plus so much more.

1

oogongra@gmail.com sidents Association rrasecretary@gmail.com

Creek NSW

n ′home

your area through

groups for young and old. These organisations online

e • Scouts • Girl Guides • sociation • Seniors Groups ervices • Sporting Clubs • sure • Youth Services

# nmunity **ory**

## **COMMUNITY SERVICES**

The **My Community Directory** website lists organisations, groups and services in our community.

#### **Family Day Care**

Council's Family Day Care has been operating in the local community for almost 40 years. Queanbeyan Family Day Care offers small group settings with mixed age groups, where children are cared for by qualified educators. There are over 30 educators operating throughout Queanbeyan, Jerrabomberra, Googong and Wamboin.

Queanbeyan Family Day Care provides a number of services to educators including regular visits from the mobile library service, dedicated story time at the library and activities at our sports centres.

See the **website** for more details and to apply, or call the Family Day Care team on 6285 6253.

### Aboriginal and Torres Strait Islander Playschool

Based in Queanbeyan, the Playschool runs during school terms.

The Playschool is for children aged 3-5, is free to attend and lunch is provided. The Playschool offers school transitional programs, a creative and imaginative atmosphere, and cultural development practices. Your can find out more by contacting our Family Day Care team on **6285 6253**.





## **PUBLIC TRANSPORT**

#### RAINS

A train runs from Kingston (ACT) through Sydney and stops at Queanbeyan and must be pre-booked. See the Transportimetables, bookings and more.

#### **BUSES**

#### **Qcity Transit**

Qcity Transit provide bus services in th including the Queanbeyan City bus rou

Routes between Queanbeyan, Jerrabo Bungendore are some of the included:

For up to date bus timetables and servor call **6299 3722.** 

**School Buses** are provided in regional Bungendore Buses and Coaches Braidwood Buses
Qcity Transit
Contact your school for more details.

#### **Community Transport**

Valmar Support Services offer communassisting eligible clients to continue to by maintaining independence and quawheelchair-accessible vehicles and proappointments and recreational purpos 6297 2720.



gh to Central Station in Bungendore. Tickets t for NSW page **here** for

e Queanbeyan area ute and school bus services.

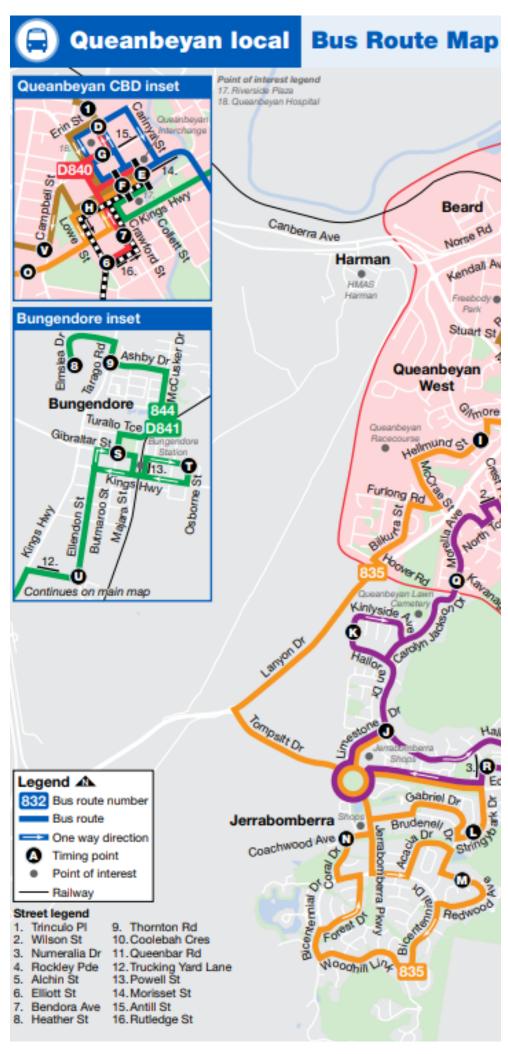
mberra, Googong and services.

ices see their **website** 

areas and are serviced by:

nity transport in Queanbeyan live in their own home lity of life. They have ovide transport for medical es. You can call the team on





# **Your Role**

- **28** Responsibilities & Rates
  Paying your rates
- **29** \$100 of Rates goes to...
- 31 Pets

Pet Ownership and Registration Cat Containment Policy





## Your Role

Rates and Growth

## **RESPONSIBILITIES & R**

If you own a property in the Queanbeyo Government Area, you are required to p

These rates are used by Council to main and construct infrastructure for the future.

As a ratepayer, you can choose whethe lump sum, quarterly, or you can contact debit from an account at a frequency t

If you choose to pay your rates on a que must be paid by 31 August, 30 November each year.

Failure to pay any quarterly bill by the r renders interest payable on any overdu

For more information head to our **Rate**:



## ATES

an-Palerang Local pay rates to Council.

ntain the region you live in Ire.

r you pay your rates as a : Council to set up a direct hat suits you.

arterly basis, the instalments er, 28 February and 31 May

equired date automatically e amount.

web page.



## \$100 OF RATES GOES TO...

\$27 Roads, Bridges,
Footpaths and other assets





\$4 Environment and Health

\$7 Growth and Development





\$37 Water, Sewer and Waste

\$9 Running Council (Staff and Councillors)





\$16 Recreation, Culture and Beautification

These figures are approximate and based on the 18-19 FY.





### **PETS**

#### Pet Ownership and Registration

Council actively encourages residents to exercise responsible pet ownership. In NSW it is compulsory for all dogs and cats to be microchipped by the age of 12 weeks and life-time registered by the age of six months.

Microchipping can be done at your local Veterinary Clinic for a cost determined by the vet or at the Animal Management Facility for a cost of \$40 per animal. Lifetime registration must be paid when your pet reaches six months of age.

## For current Registration costs see the <u>Fees and Charges</u> document

If you move elsewhere in NSW or if you re-home your pet, it is necessary to complete a change of address details form or a change of owner form.

For more information head to our website.



#### **Cat Containment Policy**

Council has recently approved a Cat Containment Policy for new parts of Googong and Jumping Creek Estate.

This policy is designed to protect vulnerable wildlife in these areas and encourage responsible pet ownership.

For more information **download** the policy.

