

**W E L C O M E
T O
Q U E A N B E Y A N
—
P A L E R A N G**

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Welcome

Queanbeyan-Palerang



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 all of the information you need about Council's services.

www.qprc.nsw.gov.au

Weekly eNews is an e-Newsletter 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 in the *Regional Independent* which 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*. This is focused on statutory items and items on exhibition.

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.

Your Voice 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.



LET US KNOW

Update your postal address

If you have moved recently make sure to get in contact with us directly. 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
10 Majara St, Bungendore
256 Crawford Street, Queanbeyan

Call us 1300 735 025

STAY INFORMED

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.

DISASTERDASHBOARDS

GET READY | DASHBOARD | RECOVERY | 21.4°C

FIRES NEAR ME | WEATHER RADAR | ABC RADIO | COUNCIL WEBSITE

MAP VIEW | LIST VIEW

Search location...

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

Logos: SES, Manly Hydraulics Laboratory, Transport, MyRoadInfo, Planning, Industry & Environment, SHARKSMART

Our Role

14 What Government Does

16 What We Do

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

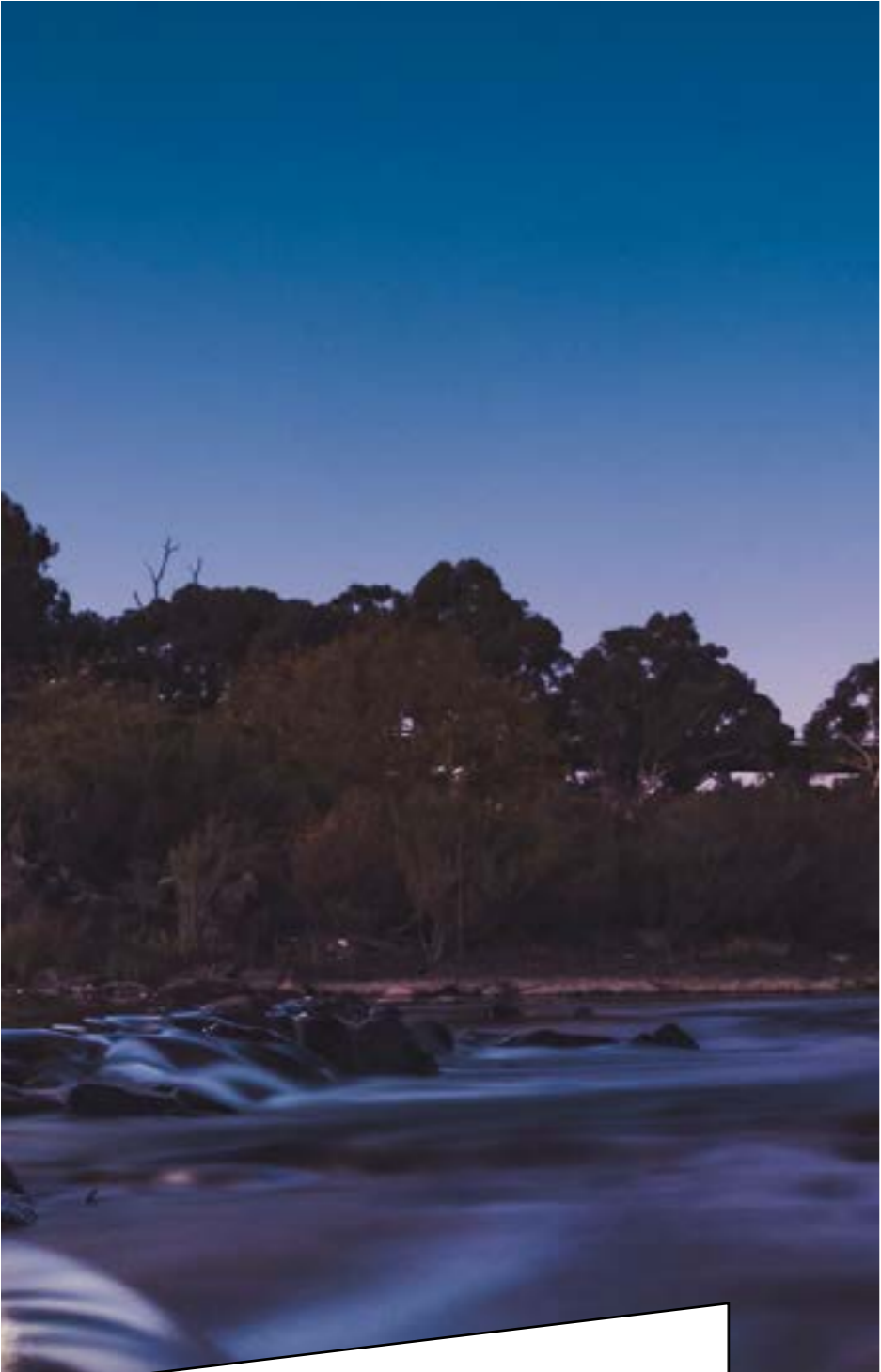
SEWERAGE

TOWN PLANNING

BUILDING
APPROVALS AND
INSPECTIONS

LAND AND COAST
CARE PROGRAMS

PET CONTROL



Our Role Council

WHAT WE DO

Queanbeyan-Palerang Regional Council is your local government. The Council was formed in 2016 after the merger of the former Palerang and Queanbeyan City Councils. We cover the running of day to day services across 5,319 km².

Council meetings

Ordinary meetings of Council are held on the fourth Wednesday of each month. Planning and Strategy Committee meetings are held on the second Wednesday of each month. Both meetings start at 5.30pm.

Public Participation

Members of the public are invited to attend the Ordinary meetings of Council, however, there are Closed Session items that are not open to the public.

For those wanting to make a presentation on an Agenda item, you can make a:

- Written presentation - submit by midday on Tuesday
- Zoom presentation - register by midday on Wednesday
- Verbal presentation - register online by midday Wednesday or by 5.30pm at the door.

Meetings are also live streamed via [webcast](#), where archived recordings of previous meetings are still available.



OUR SERVICES

Waste

Check the table below to get an idea of your waste collection or head to the [My Neighbourhood](#) 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 [Waste](#) 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.

Houses and Town Houses	Multi-Units	Rural/Residential Bungendore, Braidwood & Captains Flat	Rural Properties
Garbage, recycling and food + garden organics bin provided	Shared garbage and recycling bins provided	Garbage, recycling and food + garden organics bin provided	A garbage and recycling or just recycling bin are provided in some areas .

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

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Arts and Education
Sports and Parks
History and Showgrounds

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Family Day Care
Aboriginal and Torres Strait
Islander Playschool

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Trains
Buses
Community Transport



FACILITIES AND VENUES



The Q
Queanbeyan Performing
Arts Centre and
Bicentennial Hall



Braidwood, Bungendore &
Queanbeyan Libraries



Queanbeyan Printing Museum
Queanbeyan Historic Museum
Braidwood Museum



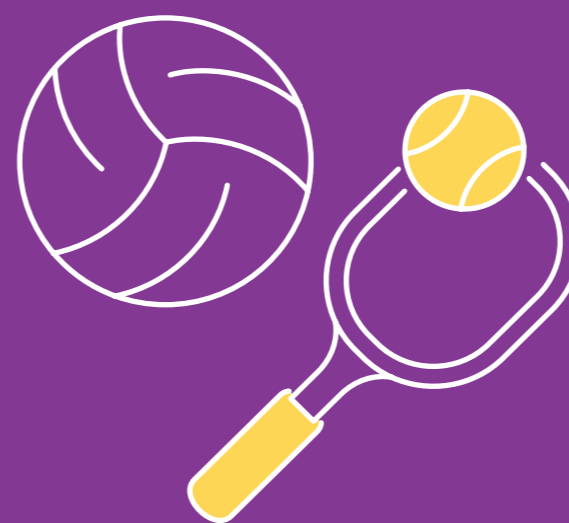
Rusten House Art Centre



Braidwood, Bungendore &
Captains Flat Pools
Queanbeyan Aquatic
Centre



Braidwood, Bungendore &
Queanbeyan Showgrounds



Over 140 parks and sports
fields across the region



More than 17 Community
Centres, Halls and Meeting
Rooms

ORGANISATIONS & VOLUNTEERS

Community Associations

There are many local community associations run by volunteers who provide local information, help new residents settle in to their new area, organise and promote local events, plus so much more. Some of these organisations include:

Araluen Progress Association

araluen.progress@hotmail.com

Carwoola Community Association

carwoola.org.au

Googong Residents' Association

Find the group via Facebook, or googongra@gmail.com

Queanbeyan Ratepayers and Residents Association

Find the group on Facebook, or qrrasecretary@gmail.com

Royalla Community Association

royallacommunity.com.au

Residents and Friends of Majors Creek NSW

Find the group via Facebook

Wamboin Community Association

www.wamboincommunity.asn.au/home

More can be found by searching your area through

[My Community Directory](#)

There are also a range of community groups for young and old. Use [My Community Directory](#) or search these organisations online to find out more.

Rotary • Lions • Apex • Landcare • Scouts • Girl Guides •
Men's Shed • Country Women's Association • Seniors Groups
• Aboriginal Services • Disability Services • Sporting Clubs •
Hobby Groups • Art and Culture • Youth Services



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. You can find out more by contacting our Family Day Care team on **6285 6253**.





Community Transport

PUBLIC TRANSPORT

TRAINS

A train runs from Kingston (ACT) through to Central Station in Sydney and stops at Queanbeyan and Bungendore. Tickets must be pre-booked. See the Transport for NSW page [here](#) for timetables, bookings and more.

BUSES

Qcity Transit

Qcity Transit provide bus services in the Queanbeyan area including the Queanbeyan City bus route and school bus services.

Routes between Queanbeyan, Jerrabomberra, Googong and Bungendore are some of the included services.

For up to date bus timetables and services see their [website](#) or call **6299 3722**.

School Buses are provided in regional areas and are serviced by: Bungendore Buses and Coaches

Braidwood Buses

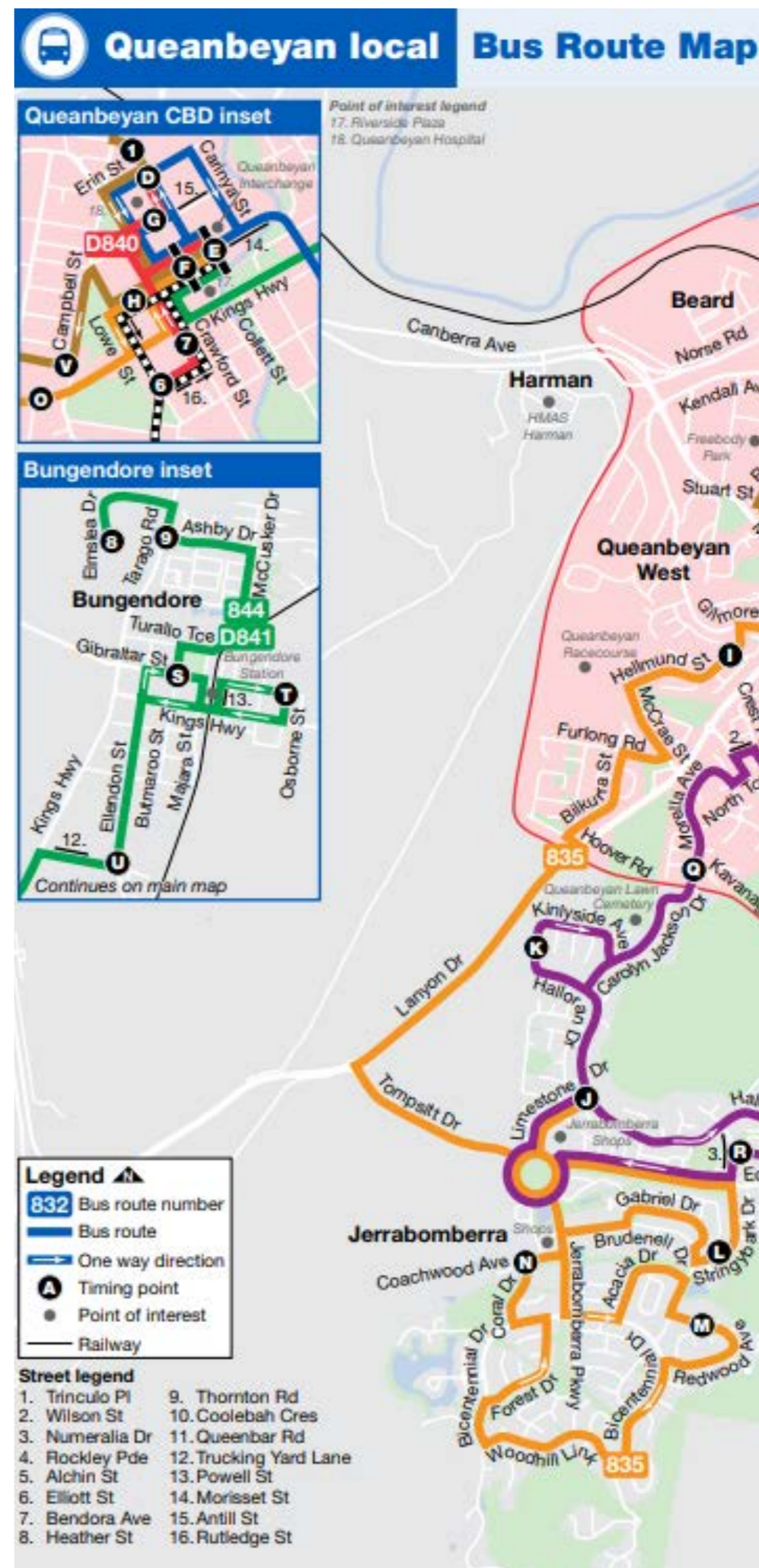
Qcity Transit

Contact your school for more details.

Community Transport

Valmar Support Services offer community transport in Queanbeyan assisting eligible clients to continue to live in their own home by maintaining independence and quality of life. They have wheelchair-accessible vehicles and provide transport for medical appointments and recreational purposes. You can call the team on **6297 2720**.

IMAGE FROM ACTBUS.NET



Your Role

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Paying your rates

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Pet Ownership and
Registration

Cat Containment Policy



Your Role

Rates and Growth

RESPONSIBILITIES & RATES

If you own a property in the Queanbeyan-Palerang Local Government Area, you are required to pay rates to Council.

These rates are used by Council to maintain the region you live in and construct infrastructure for the future.

As a ratepayer, you can choose whether you pay your rates as a lump sum, quarterly, or you can contact Council to set up a direct debit from an account at a frequency that suits you.

If you choose to pay your rates on a quarterly basis, the instalments must be paid by 31 August, 30 November, 28 February and 31 May each year.

Failure to pay any quarterly bill by the required date automatically renders interest payable on any overdue amount.

For more information head to our [Rates](#) 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)

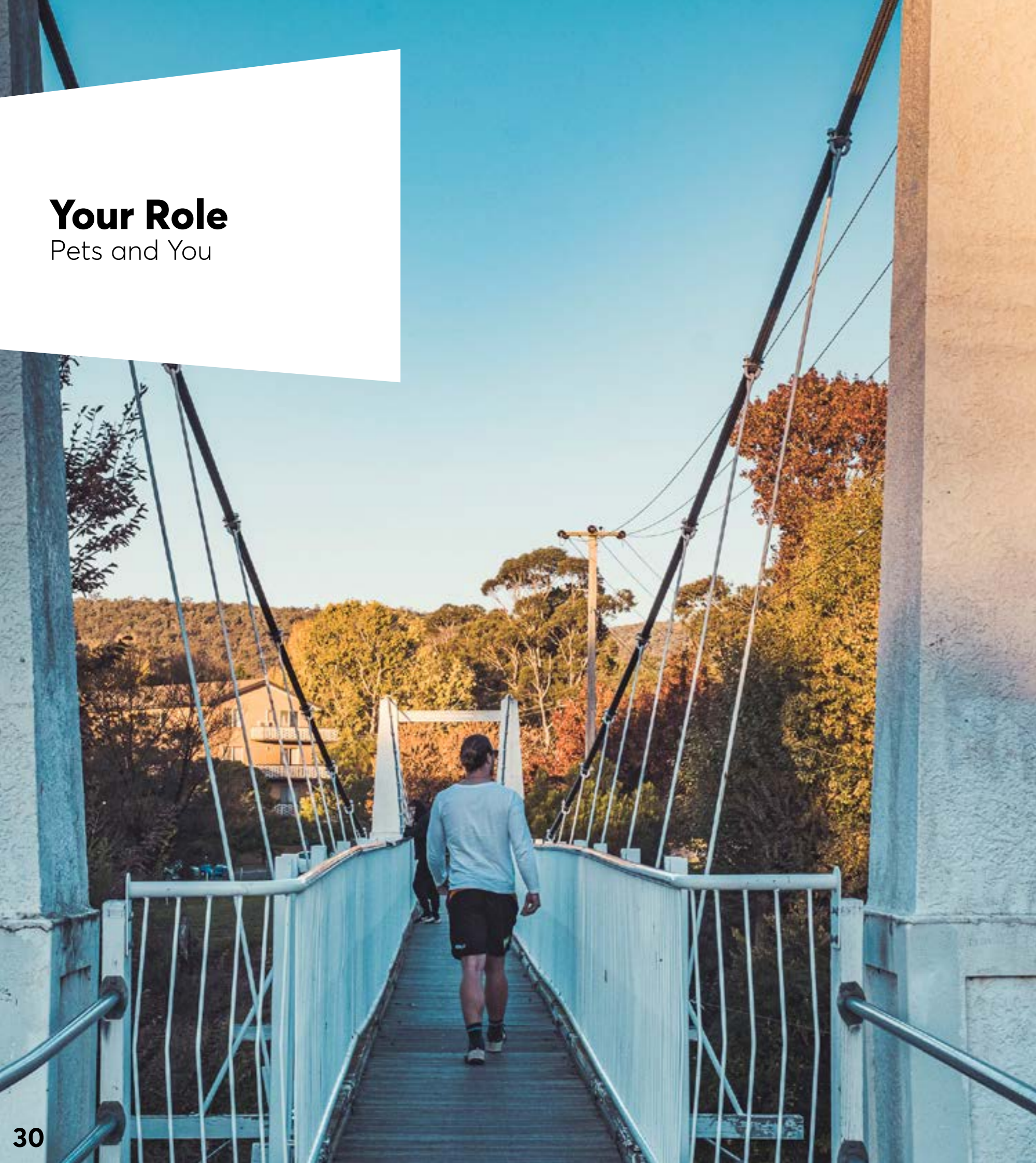


\$16 Recreation, Culture
and Beautification

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

Your Role

Pets and You



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 [Fees and Charges 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.



Council contacts

Council's business hours are
Monday-Friday 8.30am-4.30pm.

Offices:

144 Wallace St, Braidwood
10 Majara St, Bungendore
256 Crawford Street, Queanbeyan

Contact us:

Website: www.qprc.nsw.gov.au
Email: council@qprc.nsw.gov.au
Ph: **1300 735 025**