



Hon Steven Miles MP

Deputy Premier

Minister for State Development, Infrastructure,

Local Government and Planning

Minister Assisting the Premier on Olympic and Paralympic Games Infrastructure

Our ref: WR23/24098

Your ref: A1150936

21 SEP 2023

Mr Neil Laurie
The Clerk of the Parliament
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Dear Mr Laurie

Thank you for your letter of 1 September 2023 regarding petition 3868-23 received by the Queensland Legislative Assembly on 22 August 2023 about the *Guidelines on Equity and Fairness in Rating for Queensland local governments* (the Guidelines).

I acknowledge the concerns raised by the petitioners about consistency, accountability and transparency in relation to local government decision making about rates and the impact this may have on businesses and industry.

Local governments in Queensland are responsible for the determining and collecting their rates to deliver infrastructure as appropriate for their communities. The *Local Government Act 2009* provides that local governments must ensure decisions about rates are made in an open and transparent manner.

Each local government develops a rating strategy that best fits its circumstances and its community's needs. As these decisions are an operational matter for councils, it would be inappropriate for me to intervene and there is no intention to review the Guidelines at this time.

Local government autonomy in decision-making is also balanced with a legislative requirement that all local governments implement a complaints management process to improve their accountability and resolve complaints, including those about the administrative actions of the local government. This process must be publicly available at each local government's office and on their website.

If anyone is dissatisfied with the administrative actions of their relevant local government, they may make a complaint by calling the local government or accessing the local government's website. The contact details for Queensland's 77 local governments are available on the Queensland Local Government Directory on the Department of State Development, Infrastructure, Local Government and Planning's website at <https://www.statedevelopment.qld.gov.au/local-government/for-the-community/local-government-directory>.

Any person who is dissatisfied with a local government's response to any complaint, may refer the matter to the Queensland Ombudsman for review. One of the functions of the Queensland Ombudsman is to investigate the administrative actions of local governments.

A complaint can be made to the Ombudsman at GPO Box 3314, Brisbane QLD 4001, in person by appointment, or by using the online complaint form that can be found at www.ombudsman.qld.gov.au. The Office of the Ombudsman can also be contacted on (07) 3005 7000.

I would like to thank the petitioners for raising this matter with me and I trust this information is of assistance.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'S. Miles', with a small dot at the end.

STEVEN MILES MP
DEPUTY PREMIER
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