

## QUESTION ON NOTICE

No. 842

**asked on Tuesday, 5 June 2007**

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MS MALE ASKED THE MINISTER FOR NATURAL RESOURCES AND WATER AND MINISTER ASSISTING THE PREMIER IN NORTH QUEENSLAND (MR WALLACE)—

### QUESTION:

With reference to the Department of Natural Resources and Water valuations issued this year for several local government areas across Queensland—

What steps did the department take to ensure landholders had access to information about valuations in their areas and to enable them to make informed comparisons between properties?

### ANSWER:

On 26 February 2007, the Department of Natural Resources and Water (the Department) issued approximately 950,000 new land valuations in 38 local government areas across Queensland.

The following steps were taken to enable landholders to access information about valuations in their areas and to enable them to make informed comparisons between properties.

Every landowner involved received a valuation notice, an explanatory brochure about how valuations are arrived at, free access to a call centre and a departmental website address for more information.

The valuation roll was on display for public inspection in all 38 local governments.

The statewide call centre operated from 8.00am to 6.00pm weekdays, with a free 1300 number to handle enquiries from landowners wanting to find out more about their valuations.

For the first time this year, a new website was set up by the Department to help people gain a better understanding of residential property movements. The site provided an opportunity for landowners in major urban areas to compare their valuation with land sales in the same locality, and enabled them to form an opinion about their issued valuations. Information was provided on the range of new values for particular localities, the average percentage movement in property values and the median of new values. Sample property sales were also listed for comparative purposes. The site proved very popular with over 30,000 hits on the website in the first 24 hours.

Maps showing the new valuations were produced for 17 rural local governments and were on display with the valuation roll in those areas.

Landholders also had normal access to valuation, property and sales data on payment of the statutory fee.