

## WHAT ASSISTANCE MEASURES ARE IN PLACE?

The City provides a range of payment and assistance measures to suit individual needs including options such as regular Direct Debit, Centrepay, Deferral of Rates, and Payment Arrangements.

For the 2019–20 financial year the following rates assistance measures are available:

### PENSIONER REBATE

**Eligibility criteria:** If you hold a current Pension Concession Card (not a Health Care Card) or a Veteran Affairs Gold Card, which stipulates TPI or War Widow, you may claim a rebate on your sole or principal place of residence.

**Assistance available:** The rebate is 50 per cent of the total rates and charges, up to the maximum State Government rebate amount of \$235.15 and a \$50 reduction to the Fire Services Property Levy.

**To apply:** Forms are available from the City's website and must be lodged by 30 June 2020. If you remain eligible and received the rebate last year you do not need to reapply.

### RATES DEFERRAL

**Eligibility criteria:** For ratepayers including pensioners who are experiencing hardship.

**Assistance available:** We will create an individual payment plan. This may include deferral of rates payment, in full or part, depending on individual circumstances.

**To apply:** Contact us for further information or write directly to the Attention: Financial Services - Revenue. Confidential appointments with an officer can be arranged.

### RATES WAIVER

**Eligibility criteria:** Ratepayers must meet all of the criteria:

- Household income under \$53,728.
- No property improvements since 1 January 2018 that required a building permit.
- The 2019 property valuation (the Capital Improved Valuation CIV) has increased by more than 50 per cent from the previous 2018 level property valuation for your sole and principal place of residence.

**Assistance available:** Qualifying ratepayers will be entitled to a 'one-off' waiver of up to 50 per cent of the dollar amount that their rates increase as a result of the 2019 Revaluation.

Excludes waste service charge and municipal charge.

**To apply:** Search for 'rates waiver' on our website.

### FARM REBATES

**Eligibility criteria:** For properties classified as working commercial farms.

**Assistance available:** 33.3% rebate off the farm rate.

**To apply:** Application forms are available from the City's Customer Service Centres or website.

### CHANGE OF ADDRESS

To request a change of residential or mailing address you can complete an online form at [www.geelongaustralia.com.au](http://www.geelongaustralia.com.au) or go to one of our Customer Service Centres. Delays in mail or payments due to an incorrect address are not considered to be an acceptable excuse for late payment of rates.

### WHAT IF I DISAGREE WITH SOMETHING ON MY RATES NOTICE?

Please contact us so we can review your situation and try to find a solution.

Please see your rates notice for details of your rights of appeal.

### OBJECTING TO A VALUATION

You are entitled to object to the valuation of your property but we encourage you to contact us first so that we can try and resolve your concern.

Objections must be lodged with the City within two months of the date of the initial rate notice, or within four months if a notice was not issued to you as the occupier of the land. Objections outside of these times cannot be considered. The City will refer your objection to The Valuer-General Victoria where required.

Forms are available from the City's website.

If you are not satisfied with the outcome of your objection, you may appeal to the Victorian Civil and Administrative Tribunal (VCAT), or the Supreme Court.

You must still pay your rates by the due date.



KEEP TRACK OF EVERYTHING YOU DO WITH THE CITY IN ONE SECURE PLACE



Create a free myGeelong profile [geelongaustralia.com.au/mygeelong](http://geelongaustralia.com.au/mygeelong)

### HAVE YOU?

- Signed up to receive your rates notice electronically at [www.geelongaustralia.com.au/rates](http://www.geelongaustralia.com.au/rates)
- Checked your street number against your rates notice
- Determined how you are going to pay your rates – in full, by instalment or direct debit
- Marked payment dates on your calendar for your chosen payment method

### NEED MORE INFORMATION?

Please refer to the back of your rates notice, or go to [www.geelongaustralia.com.au/rates](http://www.geelongaustralia.com.au/rates)

If you need an interpreter, call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to phone 03 5272 5272.

### CITY OF GREATER GEELONG

PO Box 104  
Geelong VIC 3220  
P: 03 5272 5272  
E: [contactus@geelongcity.vic.gov.au](mailto:contactus@geelongcity.vic.gov.au)  
[www.geelongaustralia.com.au](http://www.geelongaustralia.com.au)

### CUSTOMER SERVICE CENTRE

100 Brougham Street  
Geelong VIC 3220  
8.00am – 5.00pm

### LATEST NEWS:

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THE CITY OF GREATER GEELONG

# RATES 2019–20

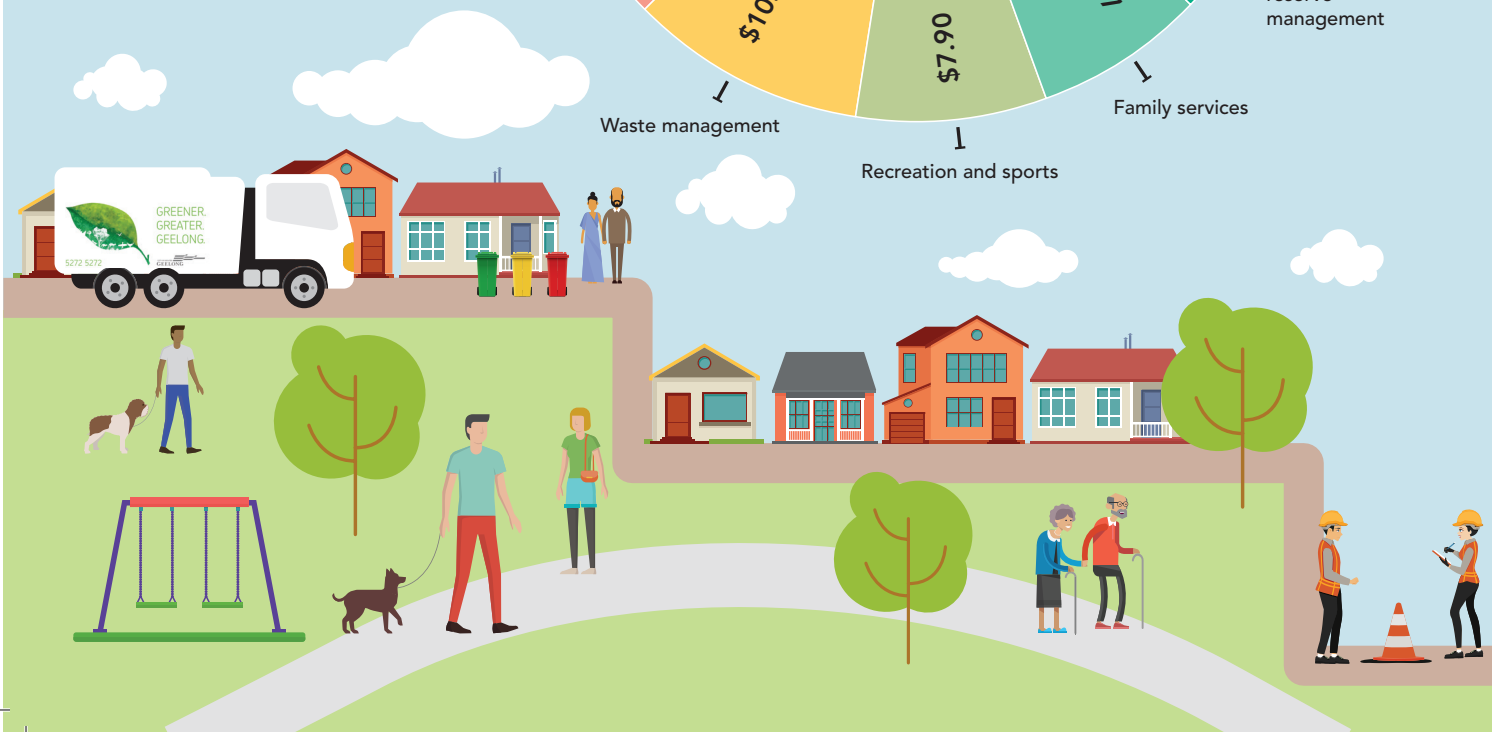
YOUR INVESTMENT IN YOUR COMMUNITY



## WHAT DO MY RATES PAY FOR?

To deliver our diverse range of community and business services, we collect rates and charges from all property owners in the municipality.

Here's a breakdown, showing how every \$100 will be spent in the 2019–20 Budget.



## HOW CAN I PAY MY RATES?

You can pay your rates online, in person, by phone, by direct debit, through Centrepay or via BPAY.

For more information, see your rates notice.

## CAN I RECEIVE MY RATES NOTICE ELECTRONICALLY?

Yes, search our website for 'rates online' to register. You will need a copy of your rates notice.

## WHAT HAPPENS IF MY PAYMENTS ARE LATE?

Penalty interest, as set by the Victorian Government, is charged on all arrears and overdue amounts.

If we have to take action to recover any overdue amount, you may be required to pay recovery and legal costs.

## DIFFERENTIAL RATES

The City applies different rates in the dollar for different land uses including residential, farm, vacant, mixed use, commercial and industrial. The rate used reflects the contribution required from the different property groups.

Please see your rates notice for details of your rights of appeal.

## HOW IS LAND TAX CALCULATED?

The State Revenue Office will also use the site value in its assessment for any land tax. For more information please contact the State Revenue Office at [www.sro.vic.gov.au](http://www.sro.vic.gov.au)

## HOW IS MY FIRE SERVICES PROPERTY LEVY CALCULATED?

We collect the Fire Services Property Levy on behalf of the Victorian Government. The levy is collected with the rates to make sure that all property owners contribute to funding Victoria's fire services. For more information visit [www.firelevy.vic.gov.au](http://www.firelevy.vic.gov.au)

## WHY HAS MY PROPERTY BEEN REVALUED?

Municipal property valuations have moved from being undertaken once every two years to every year. The Valuer-General Victoria is now responsible for all valuations. Additionally, a supplementary valuation may be conducted throughout the year when a change to the property occurs that affects the valuation.

## HOW ARE MY RATES CALCULATED?

Rates are calculated by multiplying the valuation of the property by the appropriate 'rate in the dollar'. A different rate in the dollar is applicable for different land uses.

For example, the calculation for a residential property worth \$546,151 would be:

\$546,151 x 0.00216185*	=	\$1,180.65
+ municipal charge		\$ 105.25
+ waste service charge		\$332.00
Total rates and charges		\$1,617.90

Plus Victorian Government Fire Services Property Levy

For details of your property's valuation and how your rates are calculated please refer to your rates notice.

\* The residential property rate.

Valuations are carried out by professional valuers on behalf of the Valuer-General Victoria and properties are assessed according to the Valuer-General Victoria best practice guidelines which can be viewed online at [www.propertyandlandtitles.vic.gov.au](http://www.propertyandlandtitles.vic.gov.au)

Depending on real estate market trends, properties in parts of the City of Greater Geelong go up in value at a greater rate than others – property rates will reflect this pattern.

The revaluation in 2019 has shown that residential properties in the City of Greater Geelong have increased in value by an average 13.1% compared to the 2018 revaluation.

## DOES THE CITY MAKE MORE MONEY WHEN PROPERTY VALUES GO UP?

No, the City does not collect extra revenue as a result of the revaluation process.

The total combined general rates collected remains the same. The City determines rates by applying a rate in the dollar against the total value of the property. When the total value of all properties increases, we adjust the rate in the dollar to compensate. There is no windfall gain.

