

# How your rates are set and spent

Beautiful parks, reserves and waterways, thriving towns, market and events – and some seriously good wine and food. All this is on our doorstep in Strathbogie Shire – it’s why our region is such a great place to live.

Wherever you look, you’ll see your rates at work to make Strathbogie Shire a better place to live now and into the future.

## What your rates are paying for?

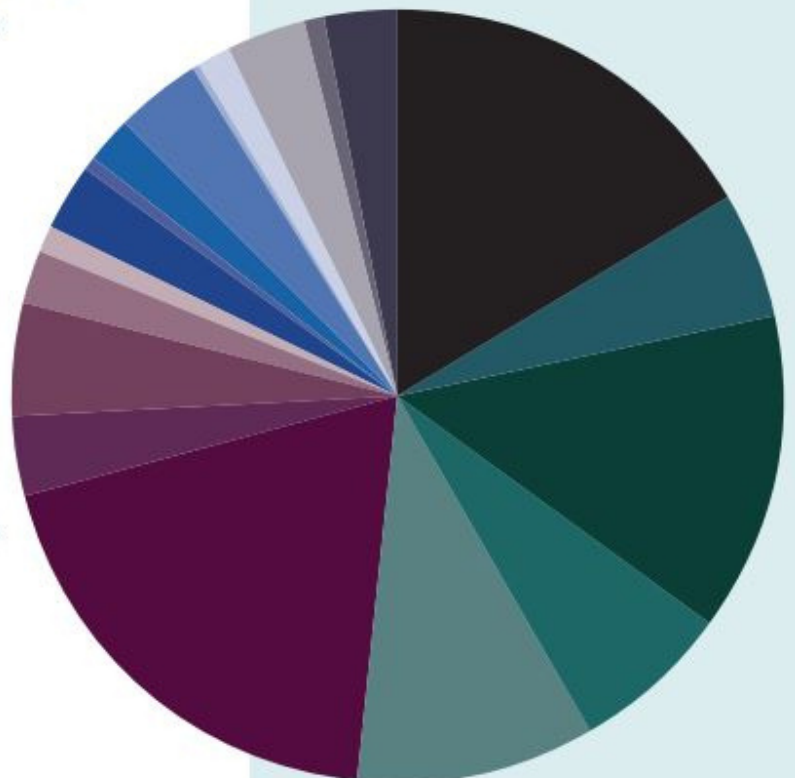
Our Budget outlines the projects we will be working on. The Budget is a hugely important document for our community.

It sets our fees and charges for the next year, along with our capital works program and the money we will spend on community services and resources to deliver these services.

## Where every \$100 of rates and charges goes

**For every \$100 we spend it goes towards:**

\$16.58	on road and bridges
\$5.09	on our organisation
\$13.41	on our parks and leisure
\$6.65	on property and facilities
\$10.03	on environment and waste
\$19.19	on asset depreciation
\$3.46	on economic development
\$4.49	on planning and amenity
\$2.32	on community safety
\$1.26	on community development
\$2.75	on family and youth services
\$0.42	on arts, culture and libraries
\$2.05	on communication and engagement
\$3.43	on customer service
\$0.47	on geographic information systems
\$1.24	on Council
\$3.38	on ICT
\$0.90	on human resources
\$2.88	on insurance

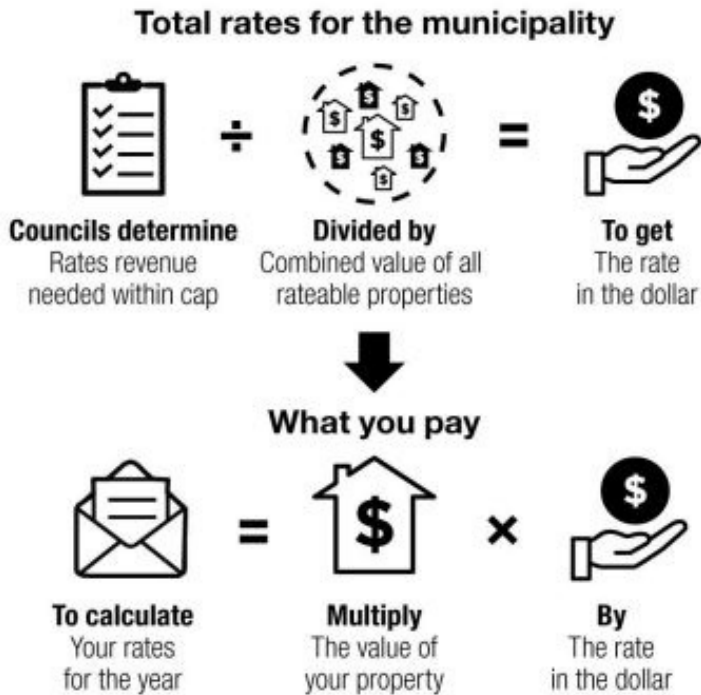


## How are the rates set?

Each council takes the total rate revenue to be collected and divides it by the total value of all properties in its municipality to calculate the rate in the dollar.

This ensures councils do not receive more money when property values rise. The rate in the dollar is then multiplied by the market value of each property to ensure each ratepayer contributes a fair share.

The diagram below outlines how rates are set.



## What do the valuations on my notice mean?

Capital Improved Value (property and land) and Site Value (land only) are separate valuations and not added together.

**Capital Improved Value:** CIV is the total market value of the property including land and all improvements.

**Site Value (SV):** SV is the value of the land only (assuming vacant land with no buildings). These valuations may be used by other authorities for the purpose of a rate or tax.

**Net Annual Value:** NAV is relevant for non-residential properties, commercial, tenanted or investment properties. NAV for residential properties is about five per cent of the capital improved value.



## What is rate capping?

Rate capping is a limit set by Victorian Government on how much Councils can increase rates each year.

## What is the Waste Service contribution charge?

This is a compulsory charge for dwellings within townships and by application for other properties that have requested these services and where they are available. The charges are shown on your rate notice as a separate levy to rates.

These service charges are set each year by Council to cover the cost of collecting and disposing of garbage, recycling and organic material within defined collection areas in the Shire.

***Fun fact: Our Council has one of the highest diversion rates from landfill with more than 70 per cent of waste being diverted into organics and recycling reprocessing.***

## What do I get for my Waste Service fee?

Council offers its residents a weekly organic waste (food and garden waste) collection service and a fortnightly landfill waste (rubbish) and recycling collection service. For properties that receive a waste collection service you must have all three bins.

These bins remain the property of Council and must remain at the property address they are allocated to. If your bin is broken, damaged or stolen please email us at [info@strathbogie.vic.gov.au](mailto:info@strathbogie.vic.gov.au) or phone us on 1800 065 993 and we can replace it for you.

## What is the Fire Services Levy?

As part of your rates, we collect the Fire Services Levy on behalf of the Victorian State Government. You can learn more at the State Revenue Office website.

## Can I object to my rate/valuation?

If you have queries or concerns regarding your rates calculations, we encourage you to contact us. Please note objections must be made within two months of the issue date at [ratingvaluationobjections.vic.gov.au](http://ratingvaluationobjections.vic.gov.au)

## Why are my rates different to in other municipalities?

Different municipalities require different levels of funding for services. Find out more about how we compare to other regions at Know Your Council.

***Are you experiencing difficulty paying your rates? See information on hardship over the page.***



## Am I eligible for a pensioner concession?

If you live in a Strathbogie Shire property and hold one of the below eligible concession cards, then you can apply for a rebate.

### Eligible concession cards

The address on your card must match the address listed on your rates notice.

- Pensioner Concession Card (PCC) issued by the Australia Government, Department of Health and Human Services (formerly Centrelink)
- Pension Concession Card (PCC) issued by the Department of Veterans Affairs (DVA)
- DVA Gold Repatriation Health Card – Totally and Permanently Incapacitated (TPI)
- DVA Gold Repatriation Health Card – For all conditions – War Widow / Widower (WW)

### Ineligible concession cards

- Health Care Card issued by Australia Government, Department of Health and Human Services (formerly Centrelink)
- Commonwealth Seniors Health Card issued by Australia Government, Department of Health and Human Services (formerly Centrelink)
- Victorian Seniors Card

## Trouble paying?

We understand that some of our community are facing challenging times. That's why we're committed to doing all we can to support our ratepayers.

If you're experiencing financial hardship, there are a number of ways we can help you manage your rates notice and relieve some of the pressure you may be facing. Together we'll develop a plan to help you manage payment of your rates notice.

## Rates by instalments

Your rates are paid in four equal instalments. We do not provide a full payment option at a later date.

Arrears, interest and overpayments will be included in the annual rate notice. Overdue rates attract 10 per cent penalty interest per annum, which is set by the Attorney General.

Payments received will be allocated in the following sequence as legislated: legal costs; interest charges; arrears; and current rates and charges.

## Did you know we maintain:

- 2213km of roads (1465km unsealed, 748km sealed)
- 521 bridges and culverts
- 405 buildings and structures
- 13 community halls
- 400SQM garden beds
- 8 public toilets
- 26 playgrounds
- 11 sports grounds
- 42 hard courts and bowling greens
- 4 aquatic centres
- 4 kindergartens
- 4 Maternal Child Health centres
- 7 transfer stations
- 15,240 street trees

## Contact Us

Phone: 1800 065 993 (toll free)

Email: [info@strathbogie.vic.gov.au](mailto:info@strathbogie.vic.gov.au)

Postal address: PO Box 177, Euroa VIC 3666

For more information: [www.strathbogie.vic.gov.au](http://www.strathbogie.vic.gov.au)

Have your say: [www.share.strathbogie.vic.gov.au](http://www.share.strathbogie.vic.gov.au)

