

Paying your rates

Payment methods

See your Valuation and Rates notice included with this brochure for a full listing of payment methods.

Due dates

You have two options for paying your rates.

Option A

Pay 10 monthly instalments on the 15th of the month (or next business day), starting in September 2017. This form of payment can be made by direct debit only.

Option B

In four instalments on or before the following dates:

- First instalment – 2 October 2017
- Second instalment – 30 November 2017
- Third instalment – 28 February 2018
- Fourth instalment – 31 May 2018

Pensioner rebates

Yarra is proud to offer one of the highest pensioner rate rebates in Victoria.

Holders of a Pensioner Concession Card or a Gold Card issued by the Department of Veterans' Affairs to War Widows or Totally/Permanently Incapacitated Veterans are eligible for a \$178.50 Council rebate on their rates for their principal place of residence. This is in addition to the State Government Rebate of \$273.80 (which includes a \$50 Fire Service Levy).

Financial hardship

If you are experiencing difficulty paying your rates, please call our Revenue Services Unit on 9205 5025 to discuss an alternative payment arrangement.

FOR INFORMATION IN YOUR LANGUAGE ABOUT THIS DOCUMENT OR ABOUT COUNCIL, PLEASE CALL 9280 1940 AND QUOTE THE REF NUMBER BELOW.

ARABIC

للمعلومات باللغة العربية، حول هذا المستند أو عن المجلس البلدي، نرجو الإتصال هاتفيا على الرقم 9280 1930 وأذكر رقم المرجع REF المذكور أدناه.

SIMPLIFIED CHINESE

欲知有关本文件或议会的普通话版本信息，请致电9280 1937并报上下列REF号码。

TRADITIONAL CHINESE

欲知有關本文件或議會的粵語版本資訊，請致電9280 1932並報上下列REF號碼。

GREEK

ΓΙΑ ΠΛΗΡΟΦΟΡΙΕΣ ΣΤΑ ΕΛΛΗΝΙΚΑ ΣΧΕΤΙΚΕΣ ΜΕ ΑΥΤΟ ΤΟ ΈΓΓΡΑΦΟ Ή ΤΗ ΔΗΜΑΡΧΙΑ, ΠΑΡΑΚΑΛΟΥΜΕ ΚΑΛΕΣΤΕ ΤΟ 9280 1934 ΚΑΙ ΑΝΑΦΕΡΕΤΕ ΤΟΝ ΑΡΙΘΜΟ REF ΠΑΡΑΚΑΤΩ.

ITALIAN

PER AVERE INFORMAZIONI IN ITALIANO SU QUESTO DOCUMENTO O SUL COMUNE, SI PREGA CHIAMARE IL NUMERO 9280 1931 E CITARE IL NUMERO DI RIFERIMENTO (REF NUMBER) SOTTOINDICATO.

SPANISH

PARA INFORMACIÓN EN CASTELLANO SOBRE ESTE DOCUMENTO O SOBRE EL AYUNTAMIENTO, LLAME AL 9280 1935 Y CITE EL NÚMERO DE REF DE MÁS ADELANTE.

VIETNAMESE

ĐỂ BIẾT THÔNG TIN BẰNG TIẾNG VIỆT VỀ TÀI LIỆU NÀY HAY VỀ HỘI ĐỒNG, XIN HÃY GỌI SỐ 9280 1939 VÀ NÊU SỐ REF DƯỚI ĐÂY.

REF 17173



Yarra City Council PO Box 168 Richmond VIC 3121

Bargoonga Nganjin - North Fitzroy Library
182 St Georges Road, North Fitzroy

Collingwood Town Hall 140 Hoddle Street, Abbotsford

Connie Benn Centre 160 Brunswick St, Fitzroy

Richmond Town Hall 333 Bridge Road, Richmond

T 9205 5555 **TTY** 133 677 then 9205 5555

E info@yarracity.vic.gov.au **W** www.yarracity.vic.gov.au

Printed August 2017

For a large print version call 9205 5555.

Printed on 100% recycled paper.

YOUR RATES AT WORK 2017-18



Connie
Centre



Mayor's message

Every day Council delivers more than 100 services and programs that help people and communities, and make Yarra a fabulous place to live, work and visit.

Property rates account for 58% of Council's annual income and help fund these important services and programs. Council also receives income from other sources such as government grants and user fees and charges.

We recognise that rates can be a significant cost for property owners and that you want assurance that Council is managing its budget carefully. To this end Councillors spent considerable time working with the Administration to develop Yarra's 2017/18 budget.

We listened to the community when you overwhelmingly told us you didn't want rates to include a separate waste service charge.

We have aimed to balance being responsive to community aspirations and being fiscally responsible. We also want to see Council continually innovate, improve and provide leadership on issues of importance to our community.

In addition to everyday services and programs, your rates this year will contribute to a \$30m capital works program which includes \$8.4m for road renewals and \$3.95m for parks and open spaces. Highlights will include stage two of the separated bike path on Wellington Street, a new pocket park in Abbotsford, improvements to Victoria Street and a marker honouring members of the Stolen Generations. Your rates will also make possible \$2m in community grants.

This brochure is aimed at helping you better understand the need for rates, what your rates pay for, how rates are calculated and how you can pay.

Thank you for choosing Yarra as your home.

Amanda J. Stone

Cr Amanda Stone
Mayor



How your rates are calculated

First we calculate the rate in the dollar:

$$\begin{array}{r} \text{Money that Council needs to deliver} \\ \text{services and infrastructure} \\ \div \\ \text{Combined Net Annual Value} \\ \text{(of all rateable properties in Yarra)} \\ \hline = 0.04091118 \text{ (Rate in the Dollar)} \end{array}$$

We then apply the rate in the dollar to your property:

$$\begin{array}{r} \text{Net annual value* of your property} \\ \times \\ 0.04091118 \text{ (Rate in the Dollar)} \\ \hline = \text{Your rates} \end{array}$$

**The Net Annual Value is fixed by state legislation to be 5% of the Capital Improved Value for residential properties.*

Rates capped at 2%

This year Council decided to increase its general rates revenue by 2% in line with the State Government's cap on rate increases.

Fire Services Levy

The State Government requires council to include on your rates notice a separate Fire Services Levy which the State Government then uses to partially fund the Metropolitan Fire Brigade and Country Fire Authority.

Valuations

The State Government requires councils to revalue properties every two years and that this value be used to calculate rates. 2017/18 is not a revaluation year. The next revaluation will occur in 2018 to inform your 2018/19 rates.



No separate waste charge

Council has decided not to introduce a separate waste service charge in 2017/18, after initially proposing to do so in a previous version of the budget. This decision follows overwhelming community feedback against the proposal. Instead we will be undertaking a range of efficiency measures outlined below.

Improving our financial sustainability

Council's budget and long term financial strategy are under pressure due to population increases, capital and asset renewal needs, rate capping and shrinking financial assistance from State and Federal Government.

To address these challenges, Council will undertake a range of measures, including a review of management staffing levels and corporate structures, further shared services and procurement, reducing the use and cost of external consultants including legal services, more effective debtor management strategies, attracting more external grants, reducing Council's passenger fleet reliance and other measures.

Council will also deliver a Property Management Strategy with targets to increase revenue from the more effective use of assets and the prudent management of assets that are surplus to Council's requirements.

WHAT DO MY RATES PAY FOR?

Your rates provide many vital Council services that touch almost every aspect of our lives across a lifetime. All of these services help to improve your neighbourhood and create a healthy, vibrant and connected society. See below for a snapshot of some of the services supported by your rates.

INFRASTRUCTURE AND ASSET MANAGEMENT

Managing and maintaining community buildings and facilities, roads, drains, footpaths



WASTE AND RECYCLING

Rubbish and recycling, hard and green waste, street cleaning, graffiti removal, litter, dumped rubbish, weed control and drain maintenance



STRATEGIC AND STATUTORY PLANNING

Yarra Planning Scheme review, urban design frameworks, planning permit applications, planning and heritage advice and VCAT advocacy



CONSTRUCTION MANAGEMENT

Building and other safety permits, monitoring major developments, protecting local amenity and 24/7 emergency call out to assist the community



CUSTOMER SERVICE

Four customer service centres, telephone call centre, after hours service and 170,000 community requests processed annually



FAMILY, YOUTH AND CHILDREN'S SERVICES

Maternal and child health, family and support services, child care, kindergartens and youth centre



AGED AND DISABILITY SERVICES

Community care services and community transport for older people



LIBRARY SERVICES

Five library locations across Yarra, creative activities and events for the community



LEISURE, ARTS, CULTURE AND VENUES

Three leisure centres across Yarra and the Burnley Golf Course, community meeting spaces, public art and festivals such as *Leaps and Bounds* and *Gertrude Street Projection Festival*



PARKS AND RECREATION

Maintenance of open spaces (including 120 parks and 35 playgrounds), street tree planting and sports field allocation to clubs



COMPLIANCE, PARKING AND TRAFFIC

Animal management, local laws, food safety, parking enforcement and traffic studies



STRATEGIC TRANSPORT AND SUSTAINABILITY

Improving bicycle and pedestrian infrastructure, advocating for public transport improvements, reducing energy consumption and waste



ADVOCACY, ENGAGEMENT AND COMMUNICATIONS

Up to 100 community consultations per year, advocacy on key strategic issues, print and website publications, social media and communications to the community



FINANCE, PERFORMANCE AND RISK

Long term financial planning, annual budgeting, financial management, performance reporting, auditing, risk management and emergency management



GOVERNANCE

Two Council Meetings per month, Council agendas and minutes, records management, freedom of information and privacy and legal expenses for a range of matters (e.g. planning, compliance and construction management)



ADMINISTRATIVE SUPPORT SERVICES

Human resources, organisational development, innovation, computer and telecommunications support across all Council services



BUDGET AT A GLANCE



\$2m

for community grants and contributions



\$1.73m

Total operating expenditure budget

\$30m

For new capital projects and other new initiatives

HIGHLIGHTS OF OUR 2017-18 BUDGET



\$171,000

Food waste recycling trial



\$500,000

To extend the separated bike lane in Wellington Street, Collingwood

\$450,000

New park at the corner of Charles and Mollison streets, Abbotsford

\$8.4m

To upgrade local roads



\$102,000

For a marker honouring the Stolen Generations



For more on our 2017/18 budget visit www.yarracity.vic.gov.au