

How can I pay my rates?

Rates are to be paid either

- » **in full** – by 15 February 2022
- » **instalments** – due 30 September 2021, 30 November 2021, 28 February 2022 and 31 May 2022

Have you got a question or having difficulty paying your rates?

Please contact us immediately to discuss payment options and hardship provisions:

- ☎ 8290 1333
- @ rates@stonnington.vic.gov.au
- 🌐 stonnington.vic.gov.au/rates

Concessions

State Government and City of Stonnington rebates are available to ratepayers who are holders of some concession cards. Visit stonnington.vic.gov.au/rates or call **8290 1333** for details about this.

Get your rates notices electronically

There are several ways you can receive your rates notices electronically, including email, bulk notices, accounting software or BPAY View. Visit stonnington.vic.gov.au/rates to register.

Objecting to your property valuation

If you disagree with your valuation you can object to it within two months of receiving your rates notice. All objections are reviewed with a decision made by the Valuer-General Victoria (Victorian Government). Visit stonnington.vic.gov.au/rates for details.

HELP SHAPE HOW WE COLLECT HARD WASTE

Currently we coordinate two city-wide hard waste collections each year. As many councils have changed to a booked service for each household, we're asking for feedback on how you would like hard waste collected in Stonnington.

Visit connectstonnington.vic.gov.au/hardwaste to let us know if you want a city-wide collection, booked service or a mix of both.

ENGAGEMENT

How your rates are calculated



General rates

CIV x rate in dollar (set by Council)

Waste charges

(if applicable)

Fire services property levy

(set by Vic Gov)

Total rates bill

The rate in the dollar is calculated by dividing the total general rate revenue required to provide services by the total value (CIV) of all rateable properties in Stonnington.

How much is Council allowed to collect?

The Victorian Government has determined a rate cap of 1.5% this year, this means councils can only increase the average amount of general rates collected by 1.5%.

The **waste charge** is determined by the waste services options you choose and incorporates the Victorian Government's landfill levy. Waste charges for 2021-22 have been significantly impacted by the Victorian Government's landfill levy which will increase costs by 33-36% and recycling contract costs by 10%.

The **fire services property levy** is a Victorian Government charge collected by councils on their behalf to help fund Victoria's fire and emergency services service.

Why do some people rates go up while other's go down?

Your rates could increase by more or less than someone you live near because rates are affected by changes in the value of your property. Refer to the case studies below for an explanation.

CASE STUDIES

Lina's rates has increased because her property value has increased by more than the average in Stonnington over the last 12 months. Because Lina's valuation has risen by more than the average, her share of the overall rates **increases**.

Simon's rates has decreased even though his property value has increased. This is because other properties in Stonnington have risen in value by more over the last 12 months. Because Simon's property valuation has risen by less than the average, his share of the overall rates **decreases**.

Contact us

- ☎ **8290 1333**
- ✉ PO Box 58, Malvern Victoria 3144
- @ council@stonnington.vic.gov.au

Visit us

- 🌐 stonnington.vic.gov.au
- 📍 **Stonnington City Centre**
311 Glenferrie Road, Malvern

Connect with us

- f facebook.com/stonningtoncouncil
- t twitter.com/StonningtonNews
- i instagram.com/whats_on_stonnington
- in linkedin.com/company/city-of-stonnington

Hearing or speech impairment

We are a national relay service friendly organisation. If you are deaf or have a hearing or speech impairment, contact us through the National Relay Service (NRS):

- » **TTY users** call **133 677**, then ask for **8290 1333**
- » **Speak and listen users**, call **1300 555 727**, then ask for **8290 1333**
- » **Internet relay users**, connect to the NRS, then ask for **8290 1333**

Community languages

Call the Stonnington Community Link, a multilingual telephone information service.

Mandarin	普通話	9280 0730	Polish	Polski	9280 0734
Cantonese	廣東話	9280 0731	Russia	Русский	9280 0735
Greek	Ελληνικά	9280 0732	Indonesian	Bahasa Indonesia	9280 0737
Italian	Italiano	9280 0733	Vietnamese	Tiếng Việt	9280 0748
All other languages		9280 0736			



City of
STONNINGTON



Your rates explained 2021-22



City of
STONNINGTON

Message from the Mayor

The last 18 months have seen a complete re-think of how we connect with our local neighbourhoods.

With Melbourne moving in and out of lockdown our parks and gardens have been used more than ever as we spent extra time rediscovering our neighbourhoods.

As we recover, our youth programs, maternal and child health centres, libraries, sporting clubs, programs for older people and Council's many other services will play a crucial role in rebuilding our community. Your rates help make this possible.

In the past few months we've also repurposed our Prahran Town Hall as a vaccination centre in partnership with Star Health – interestingly it played the same role in the Spanish Flu pandemic of 1919. On top of this, we're continuing the direct support we've provided to the community in response to COVID-19 with a further \$1.89m support package in the coming year.

This rates brochure includes information on how your rates are calculated, how you can pay them and also a few examples of how they are helping your community.

We understand that many have been impacted financially by COVID-19. If you are having trouble paying your rates please contact us on **8290 1333** or visit stonnington.vic.gov.au/rates to discuss options.

Please stay safe, be kind to each other, be proud of our local neighbourhoods and shopping precincts and continue to support our local businesses.

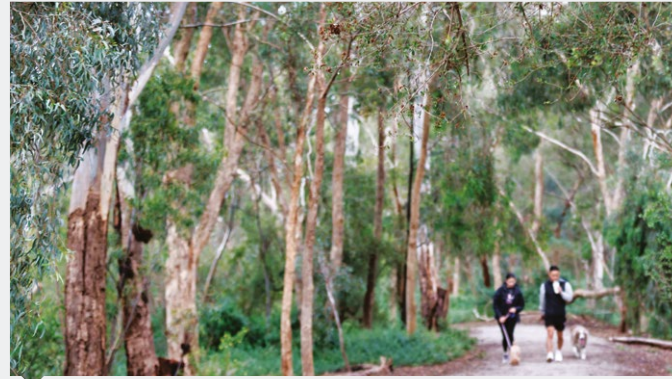
Thank you.



Cr Kate Hely
Mayor, City of Stonnington

What your rates help make possible

Your rates help to support Stonnington's libraries, community groups, sustainability programs, aquatic centres, sporting clubs, parks, gardens and open spaces, programs to keep our community connected and healthy, and more. Below are some examples of what you help to make possible, and there is more on our website: stonnington.vic.gov.au



Parks, gardens and open spaces

Our parks, gardens and open spaces have been busier than ever with people spending more time closer to home.

With heritage gardens, riverside trails, playgrounds, pocket parks and ovals there is something in Stonnington to suit every need. These spaces are also important to the four-legged members of our families. Your rates help with their upkeep, maintenance and management. Visit explorestonnington.vic.gov.au to explore somewhere new.



Our four Stonnington libraries provide more than just books, they're a meeting place and community hub for residents and visitors to Stonnington. With everything from story time to computer classes, local history services and an annual literary festival – there's something for everyone.

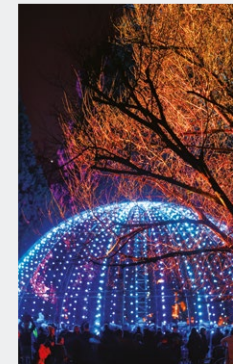
Your rates support these services and helped our community to borrow 393,726 physical and digital items in 2020. Join up today: stonnington.vic.gov.au/library



Creating sporting opportunities

Grounds and facilities across Stonnington support more than 50 local sporting clubs, catering for people of all ages and abilities with a recent increased focus on creating opportunities for girls sport.

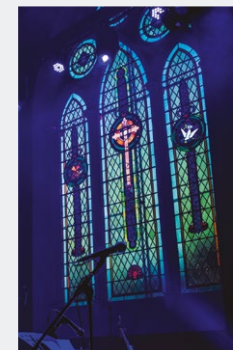
Rates help with the upkeep of our facilities and sporting grounds, and support the creation or upgrade of facilities for our clubs. Visit stonnington.vic.gov.au/sportclubs to learn more.



Festivals and events

Stonnington's calendar of events has something for everyone. With a mix of concerts, activations, and festivals covering everything from Pets in the Park, summer concerts in our beautiful gardens, lighting up the night during winter and our family-focussed Christmas carols.

With an increased focus on getting people out and about and into our precincts, our events also offer great support for our business community. Visit stonnington.vic.gov.au/festivalsandevents to find out what's happening next.



Chapel Off Chapel is the City of Stonnington's iconic arts venue. Established in 1995 in the heritage-listed former independent church, Chapel Off Chapel attracts around 40,000 visitors each year and is of cultural, economic and historic significance.

Your rates help support hundreds of emerging and established artists in this cultural destination for the community as our arts industry recovers from COVID-19. Visit chapeloffchapel.com.au to see what's on offer.

Where do my rates go? For every \$100 we spend:

