

I am having difficulty paying on time.

Assistance is available to those ratepayers experiencing difficulties making payments. Alternative payment arrangements, including flexible payments can be arranged.

Further assistance may also be available under our Financial Hardship Policy, which may include referral to a free, independent Financial Counsellor, interest free periods or delayed payments.

Interest accrues on all overdue balances after the due dates. If you are having difficulty paying on time, please contact us as soon as possible to arrange a payment plan and avoid additional charges.

How do I change my contact details and postal address?

You need to put your request in writing. You can fill in the form on our website. Visit www.eastgippsland.vic.gov.au click on 'Find a Form' and select 'Postal Address and Contact Details change', or you can contact us for a form.

I would like more information on Council's rates and services.

More information on Council rates and valuations, including many of our rates forms is available on Council's website at <https://www.eastgippsland.vic.gov.au/council/rates-and-valuations>

The Council Plan focuses on Council's priorities for East Gippsland now and for the future and is driven by the Council Vision. The Council Plan is available at <https://www.eastgippsland.vic.gov.au/council/council-plan>

The Council budget 2023/24 was adopted at the 27 June 2023 Council Meeting. A copy of the budget document is available at <https://www.eastgippsland.vic.gov.au/council/council-budget>

Council's 10 year Financial Plan and Four year Revenue and Rating Plan are also available on Council's website at <https://www.eastgippsland.vic.gov.au/council/council-budget>

Customer Service Centres

Bairnsdale

273 Main Street

Lakes Entrance

18 Mechanics Street

Mallacoota

70 Maurice Avenue

Omeo

179 Day Avenue

Orbost

1 Ruskin Street

Paynesville

55 Esplanade

East Gippsland Shire Council

Contact Us



(03) 5153 9500



PO Box 1618, Bairnsdale VIC 3875



feedback@egipps.vic.gov.au



www.eastgippsland.vic.gov.au



2023/2024 Rates Information

**DID YOU KNOW YOU CAN NOW GET YOUR VALUATION
AND RATE NOTICES BY EMAIL?**



Visit <https://erates.eastgippsland.vic.gov.au>
and follow the prompts

Frequently Asked Questions

How is my property valued?

The Valuer-General Victoria is responsible for all valuations. Valuations are largely influenced by property sales and rentals in the area. Properties are valued state wide, each year at 1 January. Valuations are completed under the requirements of the *Valuation of Land Act 1960*.

What were the average valuation movements for 2023?

The valuations provided by the Valuer-General Victoria must be used when calculating rates. The Capital Improved Valuations for the three classes of properties used in East Gippsland increased/ (decreased) by the averages shown below in 2023.

- Residential: 18.00%
- Commercial/Industrial: 15.84%
- Farm: 13.22%

What do the three different valuations mean?

Site Value (SV) – This is the value of the land in its natural state. It is used by the State Revenue Office to calculate land tax.

Capital Improved Value (CIV) – This is the assessed market value of your property, including the land value and any improvements such as a house, fencing, sheds, pasture improvements etc. The CIV is used to calculate your rates and the variable portion of the Fire Services Property Levy.

Net Annual Value (NAV) – Estimated value if you rented out your property. This is not used by Council or the State Revenue Office, but the *Local Government Act 1989* requires it to be shown on the valuation and rate notice.

What is the Australian Valuation Property Classification Code (AVPCC)?

A code is given to each property based on how the land is used. It is used to calculate the Fire Services Property Levy. If a property is used for more than one purpose, the Valuer will decide what the main use is and give the property that code.

I think my valuation or Australian Valuation Property Classification Code is wrong. What can I do?

You can lodge an objection. You need to do this within two months of the date of issue shown on your valuation and rate notice. You can object on the prescribed form at ratingvaluationobjections.vic.gov.au or you can contact us for further information.

How are rates calculated?

The total amount to be raised by rates is determined through the annual budget process. The total CIV for each class of property is then divided into the rates to be raised for each class of property to set the rate in the dollar. This rate is then applied to each individual property's CIV to determine the rates to be paid.

- Residential: 0.00256872 (100%)
- Commercial/Industrial: 0.00359621 (140%)
- Farm: 0.00205498 (80%)

Each property also has a Municipal Charge and waste levy, which is the same amount for all properties. This year the Municipal Charge is \$245.30, and the Waste Levy is \$51.00.

What is the Waste Levy?

This is a fixed charge, which is to help cover the increased compliance costs imposed on Council for landfill operations.

What is the Fire Services Property Levy?

This is a Victorian Government levy collected by all Victorian Councils. The rates are set by the Victorian Government and they receive all of the funds. Eligible pensioners receive a \$50 concession. More information is available at www.firelevy.vic.gov.au.

I own farm property; can I get any concessions?

You can check that you are being rated at the concessional "Farm Rate". This classification will be shown on your annual valuation and rate notice. You may apply for the farm rate by completing an application. Please contact us to check your classification and get the form.

If you own multiple farming properties, you may be entitled to exemptions of the Municipal Charge, the Waste Levy and the fixed component of the Fire Services Property Levy. Please contact us to find out if you may be eligible and get the form. Forms must be completed and returned by 31 December 2023.

I am a pensioner; can I get a discount on my rates?

If you hold a Pensioner Concession Card or a Department of Veteran Affairs Gold Card showing War Widow or TPI and live at the property, you may be eligible for the following concessions:

Victorian Government concession up to \$253.20

Council concession of \$62.47

Fire Services Property Levy concession of \$50.00

What are my payment options?

You can pay your rates in four payments, or by one payment of the whole amount. Payment dates and amounts for each option, are shown on your valuation and rate notice.

The Payment Dates offered do not suit me, are there other options?

Smaller, more frequent payments can also be made on a weekly or fortnightly basis. We can work with you to make a suitable payment plan based on your individual circumstances.