

Paying your rates

You can pay your rates in four instalments: (30 Sept 2011 > 30 Nov 2011 > 29 Feb 2012 > 31 May 2012). Or a single lump sum, which must be paid by 15 Feb 2012. Or by direct debit (10 x monthly deductions – Cheque or Savings Account only).

Or, you can pay your rates as follows:

You can start making payments at any time. We accept smaller, more frequent amounts providing that the full amount is paid by the due date. Payment of rates can be made using the following methods:

- **Phone** or **Internet** – BPAY or Postbillpay (credit card inc Amex)
- **Mail** – (cheque) Private Bag 14808, Melbourne Mail Centre 8299
- **In person** – at town halls, Australia Post Outlets (cash, cheque, money order or EFTPOS/credit card). We also accept Amex in person at our town halls only (not at Australia Post Outlets).
- **Direct Debit** – Contact ASSIST on 03 9209 6777 or refer to our website to register for direct debit (cheque/savings account only).

Please refer to your rate notice or visit our website for further details: www.portphillip.vic.gov.au/rate-payments.htm

Difficulty paying your rates?

Ratepayers having difficulty paying their rates by the due date/s are encouraged to talk to Council as early as possible about payment arrangement options. If granted, interest charges will apply in accordance with the interest rate set by the legislation.

Ratepayers who are experiencing financial hardship may be eligible for rate deferment including a 50% waiver of the prescribed interest rate. Completion of a confidential application statement is required. For further information, contact ASSIST on **03 9209 6777** or email helprate@portphillip.vic.gov.au

Are you a pensioner?

Council offers a rate assistance scheme for eligible pensioners. On application, eligible pensioners can receive an additional rebate on rates and charges in conjunction with the State Government Pensioner Rate Subsidy Scheme. If you have already applied, your rebate will be shown on your rates notice.

Change of Address or Details

Please notify Council of your new details as soon as possible. Either download a change of address form from our website or email/post your change of address to helprate@portphillip.vic.gov.au

Need more information?

Contact ASSIST on **03 9209 6777**
TTY 03 9209 6713 or email assist@portphillip.vic.gov.au
or visit www.portphillip.vic.gov.au

Information about Valuations

Every two years, all properties in the City of Port Phillip – and across Victoria – are valued using a common date (referred to in the rates notice as level of value date). This valuation process is carried out in accordance with State Government legislation and certified by the Victorian Valuer-General.

For the 2011-2012 rating year every property in Port Phillip has been valued through a general valuation as at 1 January 2010.

Why are valuations important?

Property values are used to determine the share of total rate revenue that individual ratepayers are expected to pay. A valuation is an assessment of the market value of a property, at a specific date. These valuations are carried out in accordance with relevant legislation and legal precedents.

In a general valuation properties are valued relative to all other properties and property classes – not just between residential properties, but also residential to commercial properties, commercial and industrial properties etc.

How do valuations affect the rates I pay?

All Councils use property valuations to determine how much each ratepayer will pay in rates. Some ratepayers will pay more and some will pay less, depending on the new value of their property relative to other properties in the municipality.

Revaluation of all properties in a municipality does not mean there will be a rise in the total rates collected by Council. The valuation process determines the share of total rate revenue an individual ratepayer will pay. That is, properties with higher relative valuations will attract higher rates than properties of a lesser value.

All Victorian properties were valued on 1 January 2010. Council uses this valuation data to determine the amount of rates to be paid by each property owner in the 2010-2011 and 2011-2012 financial years.

Up-to-date valuations are critical for ensuring property owners pay a fair and equitable share of rates. Two-yearly revaluations assist in delivering rating equity by redistributing the rate burden within a municipality according to property price movements.

How are valuations conducted?

Council currently contracts all valuation services to independent qualified valuers. Each stage of the valuation process must be approved and certified by the State Valuer-General.

The general valuation as at 1 January 2010 is current for the period 1 July 2011 to 30 June 2012. Rates in the City of Port Phillip are determined based on the Net Annual Value (NAV). The effect of this differs depending on the type of property.

Residential properties: the NAV is capped by law at 5% of the Capital Improved Value (CIV) of the property – the total market value of the land plus buildings and other improvements.

Commercial and industrial properties: the NAV is calculated based on the current value of a property's net annual rent i.e. gross annual rental less all outgoings – such as Land Tax, building insurance and maintenance costs etc. (but excluding council rates).

For all properties the NAV cannot be less than 5% of the Capital Improved Value. The market value of the land (Site Value – SV) is also assessed during the valuation process.

What if I think the valuation is wrong?

Ratepayers have rights under the Valuation of Land Act 1960 to object to the valuation of their property. The valuations team can discuss with you any concerns or queries you may have about a valuation. They can be contacted on **03 9209 6733**. Formal written objections to the valuation must be lodged within two months of the date on the rate notice and should be on the Prescribed Objection Form obtainable from the Valuation Department.

Supplementary Valuations

In certain circumstances, valuations must be performed between general valuations. These are known as supplementary valuations and they take place when there is a building or planning change to the property.

Supplementary valuations bring the value of the affected property into line with the general valuation of other properties within the municipality. Values are assessed at the same date of the general valuation currently in use.

Further information

Enquiries about valuations should be directed to the Valuation Department on **03 9209 6733**. Enquiries about rates contact ASSIST on **03 9209 6777**.

Translations

本资料由Port Phillip市政厅提供，向居民提供市政服务和责任方面的信息。和市政厅的翻译联系，索取翻译资料。

拨打9679 9810索取中文翻译资料

Αυτές οι πληροφορίες παρέχονται από το Δήμο Port Phillip για την ενημέρωση των κατοίκων σχετικά με τις δημοτικές υπηρεσίες και υποχρεώσεις. Για μετάφραση αυτών των πληροφοριών επικοινωνήστε με την υπηρεσία διερμηνέων του δήμου.

Για μετάφραση στα ελληνικά τηλεφωνήστε στο 9679 9811

Эта информация об услугах и обязанностях муниципалитета Port Phillip представлена для жителей муниципалитета. Чтобы получить перевод этой информации, звоните в муниципальную службу переводчиков.

Для перевода на русский язык звоните по тел. 9679 9813

Niniejsza informacja pochodzi z Urzędu Gminy Port Phillip w celu powiadomienia mieszkańców o usługach i obowiązkach naszego Urzędu. Egzemplarz tej informacji w języku polskim otrzymać można kontaktując się ze służbą tłumaczeń Urzędu.

Po tłumaczenie w języku polskim prosimy dzwonić pod numer 9679 9812

This information is provided by the City of Port Phillip to inform residents about council services and responsibilities.

For a translation of this information contact the council's interpreter service. Cantonese 03 9679 9810, Greek 03 9679 9811, Polish 03 9679 9812, Russian 03 9679 9813.

Acknowledgement

The City of Port Phillip pays its respects to the people and elders, past and present, of Yalukit Willam and the Kulin Nation. We acknowledge and uphold their relationship to this land.



www.portphillip.vic.gov.au

Printed on recycled paper. This is printed on Australian made, 100% recycled paper using vegetable based inks.

YOUR RATES

• COUNCIL PLAN 2009-13 & BUDGET 2011-12 •

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Message from the Mayor

We're planning carefully today to deliver key services and infrastructure for tomorrow.

Two years ago, Council set ambitious targets for our four year term and this year's budget has been designed to ensure we can deliver on those targets and on our Council Plan. The budget links closely with Council's four strategic directions: engaging and governing the city, taking action on climate change, strengthening our diverse and inclusive community and enhancing liveability.

Community conversations held in February and March 2011 helped shape the review of our Council Plan 2009-2013 and budget priorities. This flyer provides a simple overview of our future direction, how we'll improve existing services, how we propose to pay for it and how this will benefit you and the community.

We believe the Council Plan should be seen as a 'living' document that will be continually reviewed by Council and the community during our four-year term. Our plan is to increase spending on aged and community care, family, child and youth services and climate change programs. We're also continuing our commitment to road and footpath upgrades, maintenance and waste and recycling collection.

We're doing all this whilst delivering a financially responsible budget to ensure Port Phillip's assets are maintained and developed for future generations.

Council rates will increase by 6.5% in 2011-2012. These funds will be applied towards a significantly increased sustainability program as well as meeting externally imposed costs such as the increase in the State Government waste levy and fire services levy. In recognition of the impact that this rate rise could have on pensioners, Council has increased the pensioner rate rebate from \$103 to \$136. Coupled with the State Government rebate of \$193.40, this provides effective rate relief of \$329.40 to eligible pensioners.

We're proud of what we've accomplished and we're looking forward to delivering our new initiatives and our planned capital works, while continuing to deliver our key services. This budget will ensure Council keeps its commitment to improving social, cultural, environmental and economic outcomes for the city.

Cr Rachel Powning
City of Port Phillip Mayor

Our Strategic Directions

Our Council Plan sets our strategic directions, actions and practical indicators which will help you to measure our progress.

Our Budget proposes to fund these initiatives, including capital works and services.

Our four strategic directions are:

- Taking Action on Climate Change
- Strengthening Our Diverse and Inclusive Community
- Enhancing Liveability.
- Engaging and Governing the City.

Council also aims to integrate our actions to improve social, cultural, environmental and economic outcomes for the City. Council's role will vary in delivering the plan. Ultimately, the success of the plan will depend on working with the community, key partners and other levels of government.



Our Budget 2011-2012

The Budget 2011-2012 has been informed by Council's strategic directions. Key highlights include:



Taking Action on Climate Change

Managing the impact of climate change continues to be a major priority for Council. \$8.522 million has been allocated to initiatives that support taking action on climate change. This includes reducing resource consumption and greenhouse emissions, advocating for sustainable transport modes and working together with the community.

Some of the proposed initiatives in this budget include:

- Implementing the Water Management Plan including renewal of irrigation systems, using water sensitive urban design and improving the water efficiency of our parks and gardens (\$705k)
- Converting public lighting to fittings that use less electricity (\$500k)
- Implementing the Greenhouse Action Plan (\$240k), sustainable transport policies (\$215k) and the Climate Adaptation Plan (\$190k)
- Expanding the SOCs (Sustainable Owners Corporations) and Blocks program which helps apartment blocks to understand how they can improve the sustainability of their building (\$100k)
- Continuing to environmentally retrofit our buildings, to reduce their environmental impact (\$500k)
- Continuing the Port Phillip and Bayside stormwater harvesting partnership (\$430k) and implementing the drainage renewal program (\$845k)
- Implementing the 2010-15 South Melbourne Market Strategic Plan including constructing a roof over the car park (\$1500k).

Strengthening our Diverse and Inclusive Community

Council has an important role in providing over 87 community focused services to residents of Port Phillip.

With a proposed budget of \$46.382 million some of the major projects proposed include:

- Completing the redevelopment of the St Kilda Family and Children's Centre (\$5.5 million)
- Renewing our playgrounds (\$470k)
- Upgrading the St Kilda Library (\$188k)
- Renewing sporting and recreational facilities including Alma Park Pavilion (\$80k), Northport Pavilion (\$1.15 million) and other sports facilities (\$280k)
- Supporting and revitalising our arts precincts, including Gasworks Arts Park (\$150k), the Emerald Hill precinct (\$300k) and the Linden Gallery (\$55k).



Enhancing Liveability

Making sure the city is easy to get around by managing parking, improving bike and walking paths continues to be a priority for the community. Trees and streetscapes were also raised as topics of important to the community. Council is proposing to spend a total of \$75.158 million to enhance liveability in Port Phillip.

Some of the proposed liveability initiatives include:

- Planting 1,400 trees as part of the implementation of the first year of the Street Tree Upgrade program (\$700k)
- Undertaking streetscape work in Rouse Street, Port Melbourne (\$600k), Greeves Street, St Kilda (\$200k) and other locations (\$300k)
- Improving accessibility to sustainable transport by upgrading the foreshore bike path (\$170k) and other bike lanes (\$200k), rehabilitating footpaths (\$1.525 million) and improving pedestrian safety (\$400k)
- Implementing the 2010-15 South Melbourne Market Strategic Plan including implementing a dynamic parking system in the precinct (\$400k)
- Implementing the masterplans for key open space areas, the Elwood foreshore (\$350k) and Marina Reserve (\$1 million)
- Upgrading the Palais Theatre (\$700k), a historic arts venue.



Engaging and Governing the City

Council is committed to maintaining and building trust and confidence in the community through the use of sound governance practices, managing our assets and communicating and engaging with the community.

Key initiatives include:

- Implementing the IT Strategy including reviewing the design and useability of the website (\$150k), piloting SMS technologies (\$50k) and upgrading the IT network (\$100k)
- Implementing actions from the Communications and Engagement Strategy (\$25k)
- Renewing our buildings (\$1 million)
- Upgrading the Port Melbourne Town Hall (\$200k).

