

## How can I pay my rates?

### Rates are to be paid either

- » **in full** – by 15 February 2025
- » **instalments** – due 30 September 2024, 30 November 2024, 28 February 2025 and 31 May 2025

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

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

- ☎ 8290 1333
- @ council@stonnington.vic.gov.au
- 🖱 [stonnington.vic.gov.au/rates](https://stonnington.vic.gov.au/rates)

### Concessions

State Government concessions are available to ratepayers who are holders of concession cards for your place of residence. Visit [stonnington.vic.gov.au/rates](https://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](https://stonnington.vic.gov.au/rates) to register.

### Objecting to your property valuation

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

### Merchant fee surcharge

Merchant fees may apply for EFTPOS, credit and debit card payments on Council issued invoices. The amount depends on which card you are using and the payment option. Visit [stonnington.vic.gov.au/cardfees](https://stonnington.vic.gov.au/cardfees) for details

## 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 2.75% this year, this means councils can only increase the average amount of general rates collected by 2.75%.

The waste services charge includes the cost of all waste services, including kerbside collection of both waste and recycling material. The charge accounts for all waste disposal costs including the State Government Landfill Levy and associated gate fees. Furthermore, it covers essential services like street cleaning, the disposal of hard waste items and the management of litter. The main factors driving these changes are the Victorian Government's landfill levy charges, contract costs for FOGO green waste disposal and recycling collection and processing and also the implementation of the Victorian Government directed bin lid colour changeover.

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's 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 capital improved value of your property.

### Have your say and help shape our community

Visit [connectstonnington.vic.gov.au](https://connectstonnington.vic.gov.au) to join the conversation and tell us what matters to you. You can also register to receive regular updates on new projects.

SCAN TO HAVE YOUR SAY



## Contact us

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

### Visit us

- 🖱 [stonnington.vic.gov.au](https://stonnington.vic.gov.au)
- 📍 **Stonnington City Centre**  
311 Glenferrie Road, Malvern

### Connect with us

- f [facebook.com/stonningtoncouncil](https://facebook.com/stonningtoncouncil)
- t [twitter.com/StonningtonNews](https://twitter.com/StonningtonNews)
- i [instagram.com/whats\\_on\\_stonnington](https://instagram.com/whats_on_stonnington)
- in [linkedin.com/company/city-of-stonnington](https://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			



# Your rates explained 2024–25



## Council elections in October 2024

Every four years, ratepayers and residents vote to elect councillors to represent our community.

The next local Council elections will be held this October.

Voting is by post - you will receive your ballot pack in the mail from the Victorian Electoral Commission (VEC) from Monday 7 October 2024. Make sure you post it or drop it off at the election office before 6 pm on Friday 25 October 2024. The official election date is 26 October 2024. Voting in the Council election is compulsory for all enrolled voters. If you don't vote, you may get a fine from the VEC.

There is a new electoral structure for the City of Stonnington which will apply for the October 2024 election.

The City of Stonnington will have nine single-councillor wards at the elections this year. You will vote for one councillor to represent your ward.

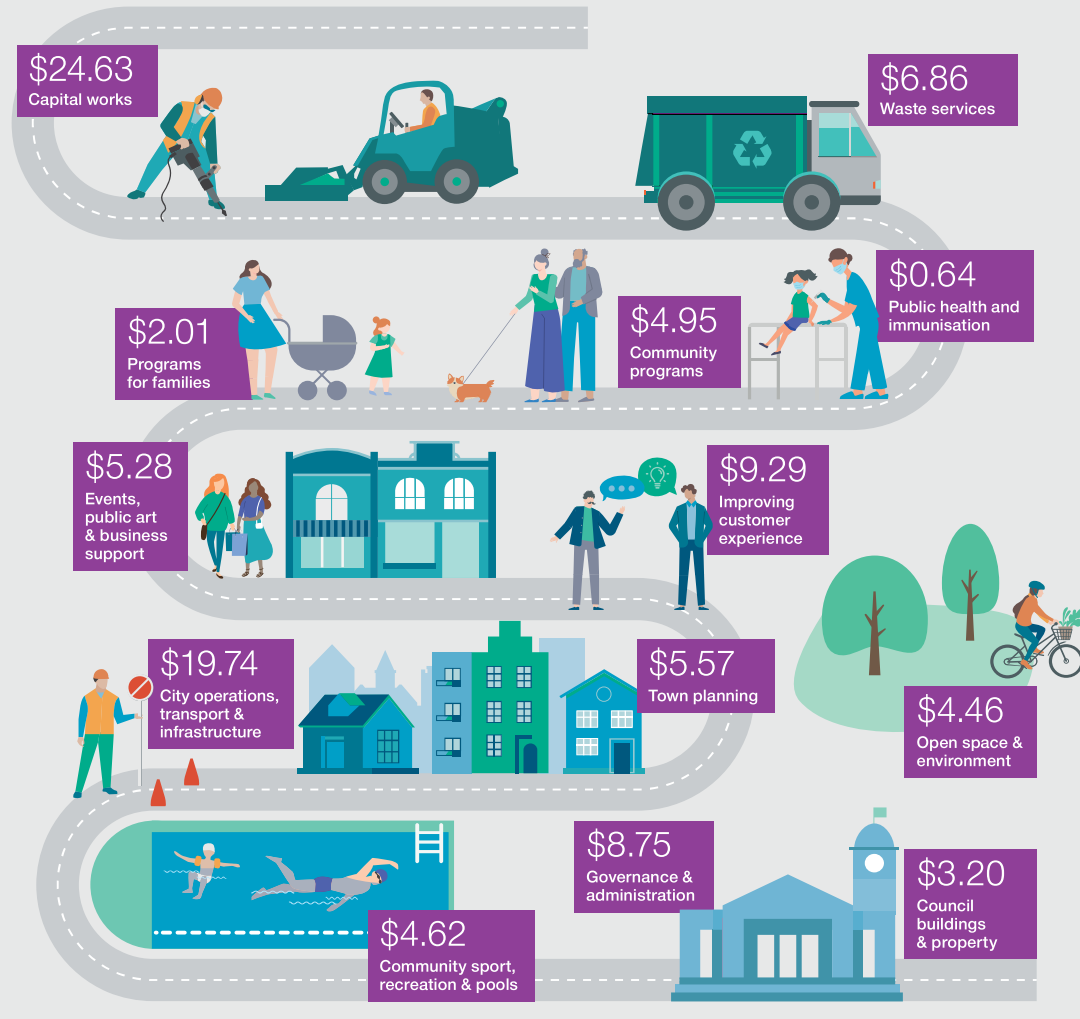
### These new wards are:

- |                  |               |
|------------------|---------------|
| 1 Como           | 6 South Yarra |
| 2 Greville       | 7 Toorak      |
| 3 Hedgeley Dene  | 8 Tooronga    |
| 4 Malvern Valley | 9 Wattletree  |
| 5 Orrong         |               |



Visit [stonnington.vic.gov.au/election2024](https://stonnington.vic.gov.au/election2024) for details.

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



## More open space and a focus on community safety and transport

Delivering on the priorities you helped us identify is our focus for 2024-25.

During the 2024-25 budget year, our open space footprint will expand with the purchase of an exciting large parcel of land in Glen Iris and the completion of new pocket parks at Dixon, Izett and William streets.

We will also complete the redeveloped facilities at Toorak Park in Armadale, progress our investment into the renewal of our iconic Prahran Market building, progress stage two facility upgrades at East Malvern Tennis Club, rejuvenate the health club at Harold Holt Swim Centre and make open space improvements to the Gardiners Creek trail through a shared user trail.

Our community has also asked to see more done to address community safety and safe streets.

This Budget includes investment to deliver the Safer Stonnington Community Safety Plan 2023-2026 and outlines how Council will work in partnership with Victoria Police and others in the community to improve safety. It also includes a provision of additional cleaning and a doubling of night-time patrols by Council's compliance officers on Saturdays and Sundays at Chapel Street.

Safe cycling lanes and walking paths remain a high priority and we remain committed to delivering on our strategic transport objectives through improved off-road trails and on-road cycling paths and improved accessibility and walkability of all spaces.

A review of our parking and use of road assets will see continued investment in core infrastructure such as roads, footpaths, bridges and drainage works. We will continue to develop a municipal wide Parking Action Plan across residential and activity centre parking to ensure best use of road assets for the entire community.

For more information about these initiatives visit [stonnington.vic.gov.au/annual-report-and-budget](https://stonnington.vic.gov.au/annual-report-and-budget)