

What is Capital Improved Value?

The three valuations shown on your rates notice are Site Value (SV), Capital Improved Value (CIV) and the Net Annual Value (NAV).

- **SV** – Site Value is the market value of the land only
- **CIV** – Capital Improved Value is the total value of property as determined by Council's valuers
- **NAV** – Net Annual Value is either five per cent of the CIV or the current value of a property's net annual rental

If you don't agree with the valuation, you can contact Council's Rates Officer on 5461 0681 or 5461 0682 to discuss and try to resolve your valuation questions before lodging an objection.

Municipal Charge

The municipal charge is a flat fee of \$202 applicable to all assessments, irrespective of the valuation or type of property. It covers part of the administrative costs of operating Council, and assists with the equitable spread of rates across all ratepayers. Single farm enterprises with multiple rate assessments are only required to pay one municipal charge.

Victorian Government Fire Services Property Levy

It is a Victorian Government requirement for all councils in Victoria to collect the Fire Services Property Levy from ratepayers on behalf of the Victorian Government.

The revenue collected by the Levy is used to fund the Country Fire Authority. For more information visit: www.firelevy.vic.gov.au

Waste and Recycling

The garbage and recycling charges are for the collection of kerbside bins and only apply to households receiving those services.

The Waste Management Fee is collected from all ratepayers as a contribution to community waste management costs, such as rehabilitation of landfill sites, transfer stations and public bin collection.

The charges for residential garbage and recycling collection in 2023/2024 are:

Bin type	Annual Charge
Standard Garbage & Recycling Charge – 80L urban and 140L rural *	\$534.75
Non-Standard Garbage & Recycling Charge – 140L urban and 240L rural *	\$672.14
Green Waste Collection Charge – 240L urban (optional service)	\$86.90
Waste Management Fee	\$168.07

* Waste Management Fee is incorporated in these annual charges.

Optional Green and Organics Waste Service

Council offers all residents in the urban areas of Dunolly, Talbot, Carisbrook and Maryborough an optional green waste and household organics collection service.

Residents can dispose of their green waste and organic household waste via a 240 litre bin (green lid) which is collected on the first and third Friday of the month.

The collected waste is then processed into high quality bagged compost. Each participant is entitled to one bag of compost per month, when available.

If you wish to request this optional service please:

- Download the form from www.centralgoldfields.vic.gov.au/greenwasteservice
- Email mail@cgoldshire.vic.gov.au
- Phone 5461 0610

Waste Vouchers

Included with your rate notice are eight Central Goldfields Shire Transfer Station Waste Vouchers. The vouchers are valid for use until 30 September 2024.

For more information refer to the contact numbers on the back of the voucher sheet.

How can I pay my rate notice?

You can pay your rates online, via direct debit, in person or by phone.

Details on how to pay your rates is detailed on your rates notice.

Rates can either be paid in full (by 15 February 2024) or by four instalments:

- First instalment: 30 September, 2023
- Second instalment: 30 November, 2023
- Third instalment: 28 February, 2024
- Fourth instalment: 31 May, 2024

Pensioner Concession

If you hold a Centrelink issued Pensioner Concession Card or Veteran Affairs issued Pensioner Concession Card, War Widow Gold Card or TPI Gold Card, you may be eligible to claim a \$253.20 concession on your rates.

This is in addition to the Victorian Government Rebate of \$50 for the Fire Service Property Levy.

A health care card is not an eligible card to receive a concession. For more information contact our Customer Service team on 5461 0610.

Change of address

You must notify us of a change of address in writing. You can complete the online form at www.centralgoldfields.vic.gov.au/changeofaddress or visit our Customer Service team at 22 Nolan Street, Maryborough to fill out a form.



**Understanding
your rate notice**
2023/2024



Contact us

Our Customer Service Centre at 22 Nolan Street, Maryborough is open for cashier payments Monday to Friday 9am to 4pm.

PHONE: 5461 0610

RATE ENQUIRIES: 5461 0681 or 5461 0682

EMAIL: mail@cgoldshire.vic.gov.au

WEBSITE: www.centralgoldfields.vic.gov.au
and www.engage.cgoldshire.vic.gov.au

FACEBOOK: www.facebook.com/centralgoldfields

MESSAGE FROM THE MAYOR



Each year, we sit down over many months and develop our annual budget. It is a long and complex process, as we aim to make sure we get it right. An important part of this is asking you the community for your input and feedback. Thank you to all residents who made a submission during the Draft Budget 2023–24 consultation period – you play a vital role in helping us to direct funding where it's needed.

I'm really proud of our Council team for delivering a sensible, balanced budget that safeguards Central Goldfields Shire as a healthy municipality with accessible, high-quality facilities and approximately **40** services.

My top priority as Mayor is to protect our community's autonomy and continue striving for a more inclusive, sustainable and resilient Central Goldfields Shire

Despite the popular "myth"; Council is more than just rates, roads and rubbish. The budget enables Council to provide vital services to our community.

Budget highlights include:

- Flood recovery works
- Maryborough Town Hall upgrade
- Deledio Reserve Netball Courts
- Indigenous Interpretive Garden at Central Goldfields Art Gallery
- Goldfields Reservoir Dam stabilisation works
- New toilets in Rene Fox Gardens Dunolly
- Scoping and design for key heritage projects including Princes Park Grandstand, Talbot Town Hall and Dunolly Town Hall

And many other improvements across our Shire

This year rate rises are capped at **3.50%** in line with State Government determined legislation and waste charges will increase by 8.7%.

We are working to help you, our ratepayers, who are experiencing difficulties due to the domino effects of the pandemic and a stressed global economy.

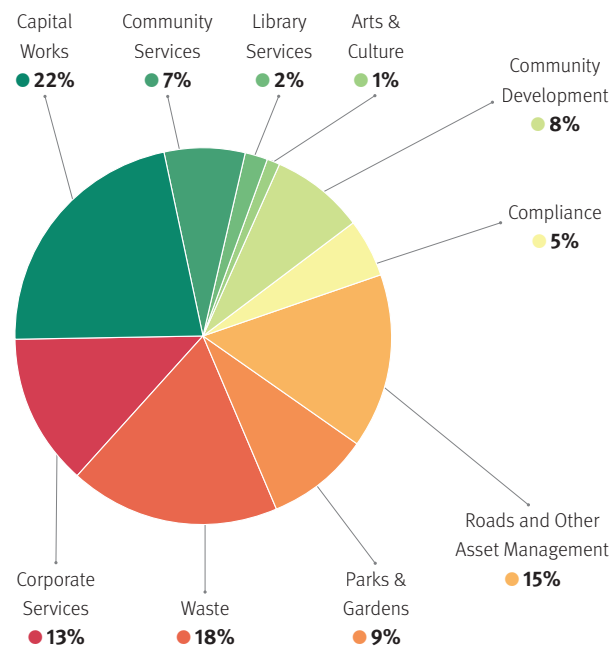
If you're experiencing hardship, please reach out. Our friendly team can have a private discussion with you, and tailor a payment plan that reflects your individual circumstances. Please see the hardship section of this rates notice for more information.

Cr Grace La Vella

Mayor

How are my rates spent?

For every \$1 in rates paid, it is spent on the following:



For more information about rates income and expenditure, including the projects that are being delivered as part of our Capital Works program, visit www.engage.cgoldshire.vic.gov.au/draftbudget2023

How are my rates calculated?

To meet the rate cap of 3.5% for 2023–2024 Council has set a rate in the dollar of 0.3040 cents for general rate properties.

This figure is then multiplied by the Capital Improved Value (CIV) of each property to determine how much the property owner will pay.

An example of the general rates calculation for a residential property in Maryborough with a valuation of \$300,000 would be: \$300,000 × \$0.003040 = \$912.00 (excluding waste charges, the municipal charge and the Fire Services Property Levy).

Support available for financial hardship

Council understands that some individuals and businesses may experience financial hardship on a short or long term basis. Council is committed to supporting our community through these times.

Options include payment plans, waiver of interest and legal fees or deferment of rates. This is by application only and requires satisfactory evidence of financial hardship. To find out more visit: www.centralgoldfields.vic.gov.au/ratepaymentassistance

What are differential rates?

The Shire has eight differential rates as shown in the table below:

Rate type	Cents in the dollar (2023/2024)
Residential rate – Maryborough	0.3040
Residential rate – other	0.2675
Vacant Land	0.3692
Commercial – Maryborough	0.4863
Commercial – other	0.4134
Industrial	0.3343
Farm Land	0.2189

How does the property valuation process work?

Current Victorian Government legislation requires us to undertake a general property revaluation every year. Valuations are based on property values at 1 January 2023. These valuations are the basis for rates charged from 1 July 2023.

Additionally, a supplementary valuation may be conducted when a change to the property occurs that affects the valuation (for example, building a house or subdividing a block). The result is a revised rate assessment based on the updated valuation.

Does the Shire make more money when property values go up?

No, we do not collect extra revenue as a result of the revaluation process. The total combined rates revenue remains the same.

The Victorian Government introduced a rate cap which limits the revenue councils can raise. Increased valuations may mean an individual property is rated higher, but this is offset by other properties which are rated lower. The rate cap increase for 2023/2024 was set at 3.5%.

Who decides on the value of properties?

Valuations are carried out by professional valuers who undertake this work under contract with the Valuer General. This is a state wide process. Properties are assessed according to the Valuer-General Victoria Best Practice guidelines.

For more information visit: www.propertyandlandtitles.vic.gov.au