



City of
KINGSTON

YOUR RATES **EXPLAINED**

2019/20

A brief guide to how we are
investing in your local community

Visit
kingston.vic.gov.au/rates
to watch our short
explainer video



Cr Georgina Oxley

MAYOR, CITY OF KINGSTON

In the coming year our focus is to continue delivering over 100 Council services to the community to help make Kingston a great place to live.

Our priorities include providing access to open-spaces and well-maintained facilities, ensuring that local sports clubs are accessible for all, protecting our natural environment and ensuring vital infrastructure like roads and drainage are well-maintained.

We'll also continue to deliver high-quality services for all ages – from maternal child health, kindergarten and youth services right through to our leisure centres, arts events and aged care services – while finding new ways to drive efficiency improvements to contain and reduce costs without negatively impacting on service-levels for the community.

Highlights of the 2019/2020 budget include:

- In early 2020 a new service allowing residents to put food waste into their green-lid bins to ensure it is processed and re-used rather than sent to landfill
- Creating and investing in parks to support the continued rehabilitation of Kingston's Green Wedge
- Significant investment in sport and recreation – including more female-friendly facilities
- Protecting and enhancing the foreshore with major works on Life Saving Clubs
- Improving our much-loved libraries.

Council also invests \$2.6 million each year to create green, attractive neighbourhoods by maintaining 80,000 trees and planting an additional 3,000 trees. This year we invite you to join us, by planting a tree in your own backyard. Your rates pack includes a free tree voucher – but hurry there are only a limited amount of trees on offer.

This is a trial initiative and we'd love to know what you think. If you have feedback regarding the tree voucher please let us know via email: info@kingston.vic.gov.au or phone: [1300 653 356](tel:1300653356).

YOUR QUESTIONS ANSWERED

WHAT DO MY RATES PAY FOR?

Your rates fund over 100 services across Kingston, including libraries, leisure centres, immunisations, bin collections and meals on wheels deliveries – to name just a few. This year, we're spending \$81.6m on a wide range of capital works projects including protecting and enhancing our foreshore, road and footpath maintenance and more.

Providing all these services costs more than the total rates we collect, with further funding provided through government grants plus other fees collected.



Aged and
disability
support



Arts and
Culture



Business
Support



Community
Support



Family, Youth
and Children's
Services



Food Safety and
Community Local
Law Enforcement



Libraries and
Community
Centres



Maternal Child
Health and
Immunisation



Parks and
Open Space



Roads, Drains
and Footpaths



Sport and
Recreation



Sustainable
Environmental
Management



Town
Planning



Traffic
Management
and Parking



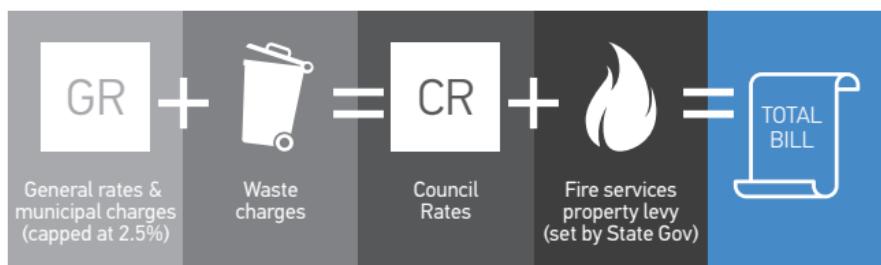
Waste
Management



Capital
Works

HOW ARE MY RATES CALCULATED?

Your share of the total rate amount is set by the value of your property plus a municipal charge, a user-pays waste charge and a Fire Services Levy.



HOW MUCH IS COUNCIL ALLOWED TO COLLECT?

The Victorian Government has determined a rate cap of 2.5% this year. This means that local Councils can only increase the average amount of rates and municipal charge collected by 2.5%.

It is important to note that the rate cap does not mean that rates for each **individual** property will increase by 2.5%, the cap applies to the average rates bill - not individual properties.

WHY DO SOME PEOPLE'S RATES GO UP BY MORE THAN 2.5% WHILE OTHERS GO DOWN?

Your property value determines your share of the total rates bill. Properties right across Kingston are now valued every year. Higher value properties pay a greater share, while lower valued properties pay a smaller share.

The key issue in determining your share is how your property value has moved in comparison to the average movement of properties in Kingston.

CASE STUDIES

RESIDENT 1 – KATE

Kate's rates notice has increased. This is because her property value has remained the same, while on average other properties in Kingston have dropped in value. Kate's property now has a higher relative value than the average in Kingston, therefore her share of the rates bill increases.

RESIDENT 2 – BOB

Bob's rates notice has decreased. This is because Bob's property valuation has decreased by more than the average in Kingston, therefore his share of the rates bill dropped.

HOW IS MY PROPERTY VALUE DETERMINED?

Each year every property is valued, as required by the Victorian Government. Your property value was calculated by the Victorian Government's Valuer-General as at 1 January 2019 and is shown on your rate notice.

WHAT DO I DO IF I THINK MY PROPERTY VALUATION ISN'T RIGHT

You can query your property valuation via:

Online: kingston.vic.gov.au/valuationenquiry

Phone: 1300 653 356

Mail: Property Data Department,
PO Box 1000 Mentone VIC 3194

DO YOU OFFER A PENSION REBATE?

The City of Kingston provides a pensioner rates rebate of \$110 in addition to the Victorian Government rebate. This is an increase of \$10 from last year.

The Victorian Government rebate is a 50% deduction on council rates – up to a yearly maximum of \$235.15.

There is also a \$50 rebate on the Fire Services Levy for pensioners.

WHAT ARE WASTE CHARGES?

Waste charges are set according to the size of the household waste, recycling and garden waste bins you have selected for your property.

Annual waste fees are set to cover the costs of garbage collection from your property and the fees set by landfill operators to dispose of household waste.

WHAT IS THE FIRE SERVICES LEVY?

The Fire Services Levy is collected by all local councils in Victoria to help fund services from the Melbourne Fire Brigade (MFB) and Country Fire Authority (CFA). It is set by the Victorian Government – not Council.

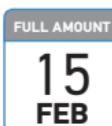
Kingston's northern suburbs are serviced by the MFB and our southern suburbs by the CFA.

For more information about the Victorian Government's Fire Services Levy visit firelevy.vic.gov.au

Council passes all funds collected directly to the Victorian Government.

WAYS TO PAY YOUR RATES

1X SINGLE FULL PAYMENT



To pay your rates in full please make payment by 15 February 2020.

4X 4 EASY INSTALMENTS



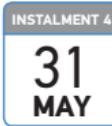
First instalment due 30 September 2019*



Second instalment due 30 November 2019



Third instalment due 28 February 2020



Final instalment due 31 May 2020

* Please note: if you don't pay your first instalment by 30 September, you automatically opt into a Single Full Payment method, and won't receive further instalment notifications.

10X DIRECT-DEBIT INSTALMENTS

10 payments debited from your nominated cheque or savings account on the first business day of the month from September to June.

If you paid by direct debit last year you will be automatically re-registered using the same account.

If your bank account details have changed or if you would like to set up direct debit payments please complete a new direct debit form available at kingston.vic.gov.au/ratesdirectdebit or 1300 653 356

Please note: Your first payment will include any outstanding arrears rates from previous years.



HOW CAN I PAY MY RATES?

Council offers a range of flexible options to pay your rates:

PAYMENT OPTIONS



ONLINE

kingston.vic.gov.au/pay



BPAY

Contact your bank or financial institution to make this payment.



BPOINT

bpoint.com.au Visa & MasterCard only



AUSTRALIA POST BILLPAY

kingston.vic.gov.au/payrates click on Post Billpay



PHONE

BPOINT 1300 276 468 - Visa & MasterCard only
POSTbillpay 13 18 16



IN PERSON

At any Post shop or any Kingston Customer Service centre, by cash, cheque or money order (payable to City of Kingston) or debit/credit card. Credit cards accepted: Visa, MasterCard, Amex.



MAIL

Detach payment slip, attach cheque (payable to City of Kingston) and mail to

CITY OF KINGSTON

PRIVATE BAG 5555

MOORABBIN BUSINESS CENTRE

MOORABBIN VIC 3189

CHANGE OF ADDRESS

If you would like to change the mailing address for your rates notice we must receive this in writing via email:

info@kingston.vic.gov.au or mail:

CITY OF KINGSTON

CUSTOMER CARE

PO BOX 1000, MENTONE 3194

Get your rates delivered to your inbox



✓ **QUICK**

✓ **EASY**

✓ **SECURE**

Register today!

1. Go to kingston.vic.gov.au/rates and click the link
2. Using your unique eNotice reference number, register your details and the next rates notice will be conveniently delivered to your nominated email address

Any questions?

CONTACT US

If you have any questions about your rates notice, contact:

1300 653 356 or info@kingston.vic.gov.au

For more information go to kingston.vic.gov.au

[cityofkingston](#)

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City of
KINGSTON